Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
27 February 2020
Our ref: 6121788

Thank you for your request received on 25 February 2020, for the following information:

To whom it may concern,

In the spirit of Freedom of Information, please could you help me understand the current situation concerning the corporate income management and payment system used by the Council.

1. What corporate income management and payment contract is used by the Council (e.g. Civica, Capita, Adelante)?

2. What is the contract anniversary date for the Councils income management and payment contract (dd/mm/yyyy)?

3. What type of contract is held (Fixed/Rolling)?

4. What type of contract is held (Framework/Direct)?

5. When was the last time the council tendered for an income management and payment contract (dd/mm/yyyy)?

6. How much does the council pay for their income management and payment contract either annually or overall value? Please state which (annual or overall) has been provided.

I would like the information to be emailed to me in electronic form.

I would be grateful if you could confirm in writing, via email, that you have received this request. I look forward to your response within 20 working days as outlined by the statute.

Many thanks for your kind assistance.

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

Barnet has outsourced it's IT provision to Capita and this forms part of that overarching contract. Details of the Capita contract can be found at:

https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract

If you are dissatisfied with the response in any way, there is a complaints process which can be found at **Annex A.**

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. http://open.barnet.gov.uk/

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.

Annex A – Making an appeal

If you are dissatisfied with the way in which your information request has been dealt with you can request an internal review by emailing the Council's Data Protection Officer email: data.protection@barnet.gov.uk (Please quote the reference number above) or by writing to:

The Data Protection Officer

Information Management Team

London Borough of Barnet

North London Business Park

Oakleigh Road South

London N11 1NP

If you remain dissatisfied with the outcome of the review you have a further right of appeal to the Information Commissioner, who regulates the implementation of the Data Protection Act 2018.The Commissioner can be contacted at the following address:

Information Commissioner's Office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

website at www.ico.gov.uk.

Email: casework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Monday to Friday, 9am to 4:30pm

You can also chat online with an advisor.

There is no charge for making an appeal.