



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
18 May 2020
Our ref: 6299088

Thank you for your request received on 15 May 2020, for the following information:

1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images) is digitalised?

- * 0%
- * 1-25%
- * 26-50%
- * 51-75%
- * 76-99%
- * 100%

2. Does your local authority use a content services (document management) solution to store and manage this information?

- * Yes, we have done this since 2019 or earlier
- * Yes, we have started doing so in the last four months (since January 2020)
- * No, but we are planning to do so in next 3-6 months
- * No, but we are planning to do so in the next 9-12 months
- * No, we do not plan to do this

3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?

- * Yes, we have done this since 2019 or earlier
- * Yes, we have started doing so in the last four months (since January 2020)
- * No, but we are planning to do so in next 3-6 months
- * No, but we are planning to do so in the next 9-12 months
- * No, we do not plan to do this

4. Does your local authority use a content services (document management) solution to enable staff to access this information when working remotely?

- * Yes, we have done this since 2019 or earlier
- * Yes, we have started doing so in the last four months (since January 2020)
- * No, but we are planning to do so in next 3-6 months
- * No, but we are planning to do so in the next 9-12 months
- * No, we do not plan to do this

5. Does your local authority currently offer your local citizens online access to their own records?

- * Yes, they can access all of their own digital records online
- * Yes, they can access at least some of their own digital records online
- * No, they cannot access their own digital records online

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images) is digitalised?

* 51-75%

(information not held, but best estimate is 300,000 paper records by contractor, the rest is held electronically)

2. Does your local authority use a content services (document management) solution to store and manage this information?

* Yes, we have done this since 2019 or earlier

3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?

* No, but we are planning to do so in next 3-6 months

4. Does your local authority use a content services (document management) solution to enable staff to access this information when working remotely?

* Yes, we have done this since 2019 or earlier

5. Does your local authority currently offer your local citizens online access to their own records?

* Yes, they can access at least some of their own digital records online

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.