

26 May 2020
Our ref: 6249789

Thank you for your request received on 15 April 2020, for the following information:
I would like to request the following information, if held by your authority, in accordance with the Freedom of information Act...

- 1) For members of the public, or their representatives, seeking assistance under the care act, please provide details of the customer contact arrangements, in particular for customer demand placed by telephone.
- 2) With regard to the customer contact listed at 1) above, please provide details of the staffing model used, including job descriptions or equivalent and organisation charts if possible.
- 3) Again with regard to the customer contact at 1) above, please provide any recent performance data, KPIs, measures, or other methods of evaluating the efficacy and/or efficiency of these arrangements.
- 4) If the staffing roles identified at 2) above are *not* professional social workers, please provide details of how work is transferred to them. Please provide process maps or written procedures where these exist.

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

Response

The council holds the information requested and the answers to your questions are below,

1) For members of the public, or their representatives, seeking assistance under the care act, please provide details of the customer contact arrangements, in particular for customer demand placed by telephone.

All telephone communication is via – 0208 3595000 option 1 (Safeguarding) Or 5 (Social Care) . There is also an inbox Social.CareDirectAdults@Barnet.gov.uk that provides same access as phone. All calls/emails are triaged by Adults Customer Service team and work flowed to the relevant unit.

2) With regard to the customer contact listed at 1) above, please provide details of the staffing model used, including job descriptions or equivalent and organisation charts if possible.

The team consists of 7.4 FTE, which are part of the customer service wider team. It currently sits within Customer and Support group of the Capita contract with London Borough of Barnet. Job Description attached

3) Again with regard to the customer contact at 1) above, please provide any recent performance data, KPIs, measures, or other methods of evaluating the efficacy and/or efficiency of these arrangements.

Teams performance is a part of the overall customer service performance and has no individual KPIs or PIs. Locally, a weekly report is produced detailing the volumes of calls and emails, % of calls answered and volumes of emails processed

*4) If the staffing roles identified at 2) above are *not* professional social workers, please provide details of how work is transferred to them. Please provide process maps or written procedures where these exist.*

Staff are customer service advisors rather than social workers and the team acts as data gatherers where agreed data capture determines the pathway to a team of professional social workers

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.