



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
22 June 2020  
Our ref: 6367853

Thank you for your request received on 16 June 2020, for the following information:

**I would like to request the following information relating to the council's spend on communications technology.**

**Please confirm the manufacturer of your telephony system(s) that are currently in place?**

**When was the installation date of your telephony equipment?**

**Who maintains your telephony system(s)?**

**Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

**Does your annual maintenance service include moves, adds and changes?**

**And if not what is the annual cost of moves, adds & changes?**

**When is your contract renewal date?**

**Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?**

**Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**

**When was the installation date of your contact centre infrastructure?**

**Who maintains your contact centre system(s)?**

**Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

**How many contact centre employees/agents do you have?**

**Do agents work from home? Or just your offices?**

**When is your contract renewal date?**

**Do you use a CRM in the contact centre? What platform is used?**

**Do you use a knowledge base / knowledge management platform? What platform is used?**

**Who currently provides your calls and lines?**

**What is your current annual spend on calls and lines?**

**When is your contract renewal date?**

**Who provides your wide area network? How many sites are connected?**

**How many employees do you have overall within your organisation?**

**Can you provide contact details for your procurement lead / category manager for these services?**

**Can you provide names and contact details for the following people within**

**your organisation?  
CIO / IT Director  
Head of IT  
Head of Digital Transformation  
Head of Customer services**

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

## **Response**

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below.

***Please confirm the manufacturer of your telephony system(s) that are currently in place?***

CISCO

***When was the installation date of your telephony equipment?***

Upgraded last year

***Who maintains your telephony system(s)?***

Capita

***Please confirm value of the initial project and value of annual support/maintenance services (in £)?***

Part of core outsource with Capita

***Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?***

Managed by Capita for configuration as per contract which can be viewed here <https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract>

***When is your contract renewal date?***

2023

***Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?***

Skype for Business, Teams, Cisco

***Please confirm the manufacturer of your Contact centre system(s) that are currently in place?***

Outsourced to Capita ' internal are Cisco

***When was the installation date of your contact centre infrastructure?***

N/A outsourced

**Who maintains your contact centre system(s)?**

N/A outsourced

**Please confirm value of the initial project and value of annual support/maintenance services (in £)?**

Part of core outsource with Capita

**How many contact centre employees/agents do you have?**

Part of core outsource with Capita

**Do agents work from home? Or just your offices?**

Typically office but home during pandemic

**When is your contract renewal date?**

2020

**Do you use a CRM in the contact centre? What platform is used?**

Lagan

**Do you use a knowledge base / knowledge management platform? What platform is used?**

ServiceNow

**Who currently provides your calls and lines?**

BT/Daisy

**What is your current annual spend on calls and lines?**

Managed as part of the outsourced contract

**When is your contract renewal date?**

Managed as part of the outsourced contract

**Who provides your wide area network? How many sites are connected?**

Capita all core sites and libraries

**How many employees do you have overall within your organisation?**

1657

**Can you provide contact details for your procurement lead / category manager for these services?**

Keith Hinchcliffe, Head of Procurement

***Can you provide names and contact details for the following people within your organisation?***

***CIO / IT Director -***

Outsourced Role to Capita

***Head of IT***

Name redacted see Refusal Notice below

***Head of Digital Transformation***

Name redacted see Refusal Notice below

***Head of Customer services***

Name redacted see Refusal Notice below

We consider that the absolute exemption set out in Section 40 (Personal information) subsection 2 applies to the information some of the information requested. Therefore, we have decided to withhold the information.

### **Refusal Notice Section 40(2)**

[Part 1 of Schedule 19](#) of the Data Protection Act 2018 amends the personal data exemption under section 40 of the Freedom of Information Act 2000(FOI). These are consequential amendments designed to ensure that the correct provisions of the GDPR and the new Act are referenced instead of the now repealed DPA 1998. They will not fundamentally impact when personal data can, and cannot, be disclosed in response to an FOI request.

Personal Information is governed by the Data Protection Act legislation and is defined as any information relating to an identified or identifiable natural person ('data subject'). It adds that: an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location number, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The withheld information is exempt because disclosure would contravene the first data protection principle which requires that personal data is processed fairly and lawfully. Disclosure of the requested information would breach this principle and in particular the requirement of fairness because individuals working for the council have a reasonable expectation of privacy and do not expect that the council would disclose their names or contact details in response to a freedom of information request, especially as they are relatively junior and not in public facing roles. The council's redaction policy states that officers' names and contact details under the level of Assistant Director will generally not be released. All of the posts redacted are under the Assistant Director level.

**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](http://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](mailto: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](http://www.ico.org.uk)). There is no charge for making an appeal.