



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
28 July 2020
Our ref: 6462142

Thank you for your request received on 28 July 2020, for the following information:

Can you please provide answers to the following questions relating to Subject Access Requests (SARs)?

- 1. How many SARs have been made to the council in the last 12 months?**
- 2. Please provide a breakdown of the specific departments that these SARs relate to?**
- 3. Is there a central response to SARs or is it devolved to the departments involved?**
- 4. How many staff deal with responses?**
- 5. On average how many hours are spent dealing with a SAR?**
- 6. Do you have any software to assist with SAR production?**

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

Can you please provide answers to the following questions relating to Subject Access Requests (SARs)?

- 1. How many SARs have been made to the council in the last 12 months?***
- 2. Please provide a breakdown of the specific departments that these SARs relate to?***

Please see attached.

- 3. Is there a central response to SARs or is it devolved to the departments involved?***
- 4. How many staff deal with responses?***

2 Records and Information Management Officers who work with a number of Link Officers across the council who also manage SARS as part of their wider roles.

- 5. On average how many hours are spent dealing with a SAR?***

This information is not held.

6. Do you have any software to assist with SAR production?

iCasework is our case management system.

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.