



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
14 August 2020  
Our ref: 6441748

Thank you for your request received on 17 July 2020, for the following information:

**I would like to request information for the following questions:**

**Data Protection Based Questions**

**1) Does your Local Authority have an assigned Data Protection Team / Unit?**

Yes

No

**a. If yes, has it been set up since 2018?**

Yes

No

**2) Does your Local Authority have a Data Protection policy?**

Yes

No

**a. If yes, how often does your Local Authority update its Data Protection policy?**

**3) In 2017, how many Subject Access Requests did your Local Authority receive?**

**4) In 2019, how many Subject Access Requests did your Local Authority receive?**

**5) What percentage of Subject Access Requests were completed within the 40-day deadline in 2017?**

**6) What percentage of total Subject Access Requests were completed after extension in 2017?**

**7) What percentage of Subject Access Requests were completed within the one month deadline in 2019?**

**8) What percentage of total Subject Access Requests were completed after extension in 2019?**

**9) How many Data Protection Impact Assessments had your Local Authority conducted in 2017?**

**10) How many Data Protection Impact Assessments had your Local Authority conducted in 2019?**

**11) How many systems which process personal information had your organisation stopped using and storing personal data on in 2017?**

**12) How many systems which process personal information had your organisation stopped using and storing personal data on in 2019?**

**Records Management**

**13) Does your Local Authority have a Records Management Policy?**

Yes

No

**a. If yes, how often does your Local Authority update its Records Management Policy?**

**14) Does your Local Authority have a retention or disposal schedule?**

Yes

No

**b. If yes, how often does your Local Authority update its retention or disposal schedule?**

**13) Does your authority have an Electronic Document Record Keeping (or management) System?**

Yes

Yes, multiple

No

a) If yes, what volume (Mbytes) of digital information was captured into this system in 2017?

b) If yes, what volume (Mbytes) of digital information was captured into this system in 2019?

14) How many digital records does your organisation have captured in your storage facilities currently?  
Please state figure here:

15) What is the electronic volume (Mbytes) of digital information in your organisation's system currently?  
Please state figure here:

15) How many digital records does your organisation have captured into your system currently?  
Please state figure here:

16) How many paper-based files/documents and/or boxes does your organisation have in your storage facilities currently?

Please state figure here:

17) How many digital records were captured by your organisation in 2017?

Please state figure here:

18) How many digital records were captured by your organisation in 2019?

Please state figure here:

19) How many paper-based records were captured/registered by your organisation in 2017?

Please state figure here:

20) How many paper-based records were captured/registered by your organisation in 2019?

Please state figure here:

21) How many digital records/documents did your Local Authority dispose of in 2017, according to your retention or disposal schedules?

Please state figure here:

22) How many digital records/documents did your Local Authority dispose of in 2019, according to your retention or disposal schedules?

Please state figure here:

23) How many paper-based files and/or boxes had your Local Authority disposed of in 2017, based on your retention or disposal schedules:

Please state figure here:

24) How many paper-based files and/or boxes had your Local Authority disposed of in 2019, based on your retention or disposal schedules:

Please state figure here:

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

### **Data Protection Based Questions**

**1) Does your Local Authority have an assigned Data Protection Team / Unit?**

Yes. The Records and Information Management Team has responsibility for data protection.

**a. If yes, has it been set up since 2018?**

The team was in place prior to 2018.

**2) Does your Local Authority have a Data Protection policy?**

Yes

**a. If yes, how often does your Local Authority update its Data Protection policy?**

The policy is updated every 2 years, or sooner where legislation or an internal process change requires it.

**3) In 2017, how many Subject Access Requests did your Local Authority receive?**

**4) In 2019, how many Subject Access Requests did your Local Authority receive?**

**5) What percentage of Subject Access Requests were completed within the 40-day deadline in 2017?**

**6) What percentage of total Subject Access Requests were completed after extension in 2017?**

**7) What percentage of Subject Access Requests were completed within the one month deadline in 2019?**

**8) What percentage of total Subject Access Requests were completed after extension in 2019?**

See attached spreadsheet for items 3 through to 8.

**9) How many Data Protection Impact Assessments had your Local Authority conducted in 2017?**

As Data Protection Impact Assessments were not mandatory in 2017, they were not formally logged in a way that makes this information easily accessible. We have therefore undertaken a search of casework carried out during this time and have identified that 3 were signed off within 2017.

**10) How many Data Protection Impact Assessments had your Local Authority conducted in 2019?**

In 2019 we conducted 19 assessments.

**11) How many systems which process personal information had your organisation stopped using and storing personal data on in 2017?**

7

**12) How many systems which process personal information had your organisation stopped using and storing personal data on in 2019?**

9

**Records Management**

**13) Does your Local Authority have a Records Management Policy?**

Yes

**a. If yes, how often does your Local Authority update its Records Management Policy?**

The council has an overarching Information Lifecycle Policy which covers records management. This forms part of a suite of Records and Information Management documents, which includes a variety of policies, procedures, toolkits, standards and templates. Their review dates vary depending on the nature of the document. Some are reviewed as frequently as every 6 months, others are scheduled for a 2 year review.

**14) Does your Local Authority have a retention or disposal schedule? Yes No b. If yes, how often does your Local Authority update its retention or disposal schedule?**

Yes. Constantly updated, re-published every 6 months

**13) Does your authority have an Electronic Document Record Keeping (or management) System? Yes Yes, multiple No**

Yes, multiple systems.

**a) If yes, what volume (Mbytes) of digital information was captured into this system in 2017?**

**b) If yes, what volume (Mbytes) of digital information was captured into this system in 2019?**

Total number of applications approximately 130, there are also eight EDRMS solutions

- Sharepoint – Council wide
- Wisdom – Adults/ Finance/ Hr
- Synergy – Education management system
- OpenRevenues – Revs & Bens system
- Elector8 – Election management system
- Uniform – Planning management system
- Swordfish – Planning management system
- QL – Housing system (Barnet Homes)

Information Asset Owners will be responsible for digital records held on their systems and would each need to be approached to determine, locate, extract and retrieve this information. See Refusal Notice below.

**14) How many digital records does your organisation have captured in your storage facilities currently? Please state figure here:**

There are digital records held in off-site storage facilities for example CD's, microfiche etc. These are contained within the circa 27,000 boxes of council information held off-site. It would require an officer to review each box to determine fully the content and exact quantities held. See Refusal Notice

**15) What is the electronic volume (Mbytes) of digital information in your organisation's system currently? Please state figure here:**

Approximately 115TB - these are shared drives, applications and H Drives

**15) How many digital records does your organisation have captured into your system currently? Please state figure here:**

See answer to Q13

**16) How many paper-based files/documents and/or boxes does your organisation have in your storage facilities currently? Please state figure here:**

Circa 27,000 boxes in an offsite storage facility

**17) How many digital records were captured by your organisation in 2017? Please state figure here:**

See answer to Q13

**18) How many digital records were captured by your organisation in 2019? Please state figure here:**

See answer to Q13

**19) How many paper-based records were captured/registered by your organisation in 2017? Please state figure here:**

Information not held

**20) How many paper-based records were captured/registered by your organisation in 2019? Please state figure here:**

Based on an audit for an office move in 2019, we had 1043 linear meters of paper held onsite. -

**21) How many digital records/documents did your Local Authority dispose of in 2017, according to your retention or disposal schedules? Please state figure here:**

See answer to Q13

**22) How many digital records/documents did your Local Authority dispose of in 2019, according to your retention or disposal schedules? Please state figure here:**

See answer to Q13

**23) How many paper-based files and/or boxes had your Local Authority disposed of in 2017, based on your retention or disposal schedules: Please state figure here:**

All records held onsite are disposed of under local arrangements and no central record is held, No destructions in 2017 for offsite storage holdings. See Refusal Notice below

**24) How many paper-based files and/or boxes had your Local Authority disposed of in 2019, based on your retention or disposal schedules:**

**Please state figure here:**

All records held onsite are disposed of under local arrangements and no central record is held, but for offsite stored records, circa 32 boxes containing 374 files.

See Refusal Notice below

## **Refusal Notice**

### **s12 (cost of compliance exceeds appropriate limit)**

The information requested cannot be gathered electronically and would require manual compilation. We estimate that compliance with your request would exceed the appropriate time/costs limit under section 12 of the Freedom of Information Act 2000. This is currently 18 hours /£450. Section 12 (1) of the FOIA does not oblige a public authority to comply with a request for information if the authority estimates that the time or cost of complying with the request would exceed the appropriate limit as set out above.

Each service area's Records Champion and Link Officers would need to identify the responsible manager who had signed off the destruction of paper files, who would need to determine, locate, extract and retrieve figures for paper, for example in the Corporate Records Information Management Team four managers would need to be asked about each of their systems, they would each have to run reports on the systems they are responsible for, extract the figures and then feed back the results which would then need to be repeated across the whole for the whole organisation.

We would then also need to get our contractor, Stor-A-File to check digital records held in store each box circa 27,000 boxes being taken out of storage would cost 85p per box, plus a delivery cost of £12.50 per visit (we could potentially only house 20 boxes at any one time) so several visits would be required.

Per visit of 20 boxes: 0.85p X 20 = £17 + £12.50 delivery charge = £ 29.50

27,000 boxes / 20 boxes per visit = 1,350

**£1,350 x £29.50 = £39,825**

Furthermore, each Information Asset Owner of the 130 electronic IT systems and 8 main EDRMS systems would need to design and run reports for the two years of interest in this request, check records/files, each record/ file would take approximately 30 minutes to determine, locate and extract the information held, a total of 70 hours.

We are unable to suggest a way of narrowing the request under our statutory obligation to provide advice and assistance.

### **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.