



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
16 September 2020  
Our ref: 6572129

Thank you for your request received on 9 September 2020, for the following information:

**To whom it may concern,**

**I hope you can help me with this freedom of information request. I would like to get further information on the following contract that Barnet council have with Capita.**

**The contract is titled 'provision of customer services' and I have not been able to locate much detail on the contract from publicly available information.**

**I would like to understand the nature and scope of the services provided under the contract, their annual value and the number of employees engaged in delivering the contracted services. I would also be grateful to receive similar information on any other customer services or related contracts Barnet holds with Capita or other service providers.**

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.

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We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

The original OJEU notice and contract award notice (attached for ease of reference) for the Capita contract.

There are numerous Council meeting/committee meeting documents which detail background on the provision of the contract and provide updates.

For example, as part of the Council's commitment to transparency, we have published the contract with Capita plc to provide the services that make up the Customer and Support Group contract (formerly New Support Customer Services Organisation (NSCSO) project).

<https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract>

As part of the Council's commitment to transparency, the contract with Capita plc to provide the services that make up the joint venture named Regional Enterprise Ltd (Re) (formally known as the Development and Regulatory Services (DRS) project) is published here

<https://open.barnet.gov.uk/dataset/e659v/regional-enterprise-ltd-re-contract>

Use the following search terms under

<https://barnet.moderngov.co.uk/ieDocSearch.aspx?bcr=1>

Project Briefs

Sign off of Capita Contract/ NSCSO

Output specification documents sets out the services to be provided

Customer Services is a separate contract under the Capita Contract

Redacted information under the CSG contract

Year 6/7 Review of Capita Contract

Quarterly Q1/Q2/Q3/Q4 2019/20 Contracts Performance Report are routinely published

Details of the Strategic Contract Review can be found here

<https://engage.barnet.gov.uk/strategic-contract-review>

## **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.