

1st floor
NLBP
22 January 2021
Our ref: 6917848

Thank you for your request received on 21 December 2020, for the following information:

- 1) What system do you use to manage your Blue Badge caseload?
- 2) Which company provides this system to you?
- 3) What is the contract value?
- 4) What is the contract end date?
- 5) Do you currently have a backlog of Blue Badge applications?

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) What system do you use to manage your Blue Badge caseload?

The Council uses the Department for Transport software 'Manage Blue Badges' for processing applications.

The Council uses a software system called Lagan for customer contact in relation to Blue Badge applications and appeals.

- 2) Which company provides this system to you?

The 'Manage Blue Badges' system is provided by Valtech under contract with the Department for Transport.

The Lagan system is provided by Verint.

- 3) What is the contract value?

The Department for Transport software 'Manage Blue Badges' is provided for use by local authorities at no charge.

The Lagan system used for customer contact is provided to the Council as part of the overall Customer Support Group contract, details of which are published at the link below:

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

- 4) What is the contract end date?

The Manage Blue Badges contract with Valtech is held by the Department for Transport so this query would need to be addressed to them.

The Lagan system used for customer contact is provided to the Council as part of the overall Customer Support Group contract, details of which are published at the link below:

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

5) Do you currently have a backlog of Blue Badge applications?

No. Applications are processed within four weeks of receipt.

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.