

2 Bristol Avenue,
Colindale, NW9 4EW
22 February 2021
Our ref: 7028564

Thank you for your request received on 16 February 2021, for the following information:

- 1. Do you currently use any form of electronic signing tool?**
- 2. If yes, who is your current provider? When does the contract expire? How much does it cost per year?**
- 3. How many documents do you send for signature / approval annually? What % are printed?**
- 4. Are your signing processes primarily paper-based?**
- 5. What is your current annual spend on paper, postage and document storage?**
- 6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?**
- 7. If so, who is leading it?**
- 8. How much employee time is it taking to create, send, chase and store documents that require signature?**
- 9. How many employees do you have?**
- 10. What percentage of employees work remotely?**
- 11. Can you provide names and contact details for the following people within your organisation?**
 - a. CIO / IT Director**
 - b. Head of IT**
 - c. Head of Digital Transformation**
 - d. Head of Housing Operations**
 - e. Head of Legal**
 - f. Head of HR**
- 12. Do you currently use any of the following Microsoft applications?**
 - a. O365**
 - b. SharePoint**
 - c. Teams**
 - d. Dynamics**
 - e. Power Automate**
- 13. Do you use any Adobe products?**
- 14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)**
 - a. Human Resources**
 - b. Finance**
 - c. Housing**
 - d. Adult Social Care**
 - e. Children's Social Care**
 - f. Revenues & Benefits**

g. Contact Centre
h. Email and Collaboration

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, we are refusing some of your Request under Section 12 because we estimate that compliance within your request will exceed the 'appropriate limit under Section 12. Please see refusal notice below.

Do you currently use any form of electronic signing tool?

No

If yes, who is your current provider? When does the contract expire? How much does it cost per year?

N/A

How many documents do you send for signature / approval annually? What % are printed?

N/A

Are your signing processes primarily paper-based?

Yes – the Council uses paper-based signatures. The approval process flows through a chain of sign off built into the system.

What is your current annual spend on paper, postage and document storage?

£73,000 budget for offsite storage.

Paper costs for 2020: £9,500.

Postage spend for 2020: £200,000.

Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

No

If so, who is leading it?

N/A

How much employee time is it taking to create, send, chase and store documents that require signature?

We are refusing some of your Request under Section 12 because we estimate that compliance within your request will exceed the appropriate limit under Section 12. Please see refusal notice below.

How many employees do you have?

1465

What percentage of employees work remotely?

All officers have the ability to work flexibility and remotely and this is dependant on job role and present Covid 19 restrictions.

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

CIO / IT Director

Deborah Hinde

***Head of IT
Head of Digital Transformation***

Barry May

Head of Housing Operations

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Head of Legal

Harrow Council's Legal Practice (part of the Legal & Governance Services department) provides legal advice and representation to this authority. Contractor held information is only available where the contract makes clear that it is held on the public authority's behalf. The contract can be located here <https://barnet.moderngov.co.uk/documents/s34164/Report%20and%20Appendix%2001.pdf> HB Public Law organisation's staffing structure, names and direct lines are not held General enquires can be made to www.hbpubliclaw.co.uk/contact-us

Head of HR

Jon Bell (Assistant Director HR)

Do you currently use any of the following Microsoft applications?

O365

Yes

SharePoint

Yes

Teams

Yes

Dynamics

No

Power Automate

No

Do you use any Adobe products?

Yes

What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

Human Resources

Core HR, The Access Group – V28 xD Platform. Contract initial term from March 2017 for 3 years but continued on a rolling basis. 3000 users.

Finance

ERP, Integra – Capita Integrated Business Solutions, 31/08/2023, contract does not run on licences (600+) users.

Housing

Housing services (including homelessness, allocations, housing repairs and so forth) are provided by Barnet Homes who are an Arm's Length Management Organisation (ALMO) who manage the council's housing stock and associated services on the council's behalf. They are a public authority under Freedom of Information Act 2000 and so you may make a FOI request to them. Their contact details are:

Email: talk2us@barnethomes.org

Adult Social Care

Mosaic – electronic document storage, supplied by Servelec HSE. 10 year contract runs until 2023.

Children's Social Care

Liquidlogic – v.14, rolling contract. Licences not required.

Revenues & Benefits

Civica Open Revenues – Contract Date ends 31.08.2023. 250 Licences.

Contact Centre

Email and Collaboration

For email and collaboration - the Council uses Microsoft and Office 365 software. For both Contact Centre and Email and Collaboration, these are managed on behalf of the Council by an external contractor. Contractor held information is only available where the contract makes clear that it is held on the public authority's behalf. The contract can be located here <https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract>

Refusal Notice

We are refusing this part of your request under section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

In order to calculate *How much employee time is it taking to create, send, chase and store documents that require signature* we would have to first ask all staff to inform us how many documents they handle that require a signature and ask them to calculate how much time this would take him. It would take 1465 staff at least 15 minutes each to determine an answer to this question, this is not including time taken to collate the responses. We have calculated that it would take at least 366 hours to comply with your request.

1465 x 15 minutes = 366.25 hours.

Advice and Assistance

If you were to reduce the scope of your request to individuals or a specific process, we may be able to handle your request.

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.