



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
19 March 2021
Our ref: 7072220

Thank you for your request received on 18 February 2021, for the following information:

This document attached was a local government initiative that involved surveillance

FOI request is for a copy of the order and date of approval.

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

This document attached was a local government initiative that involved surveillance

We have searched our records.

The Business case for a New Support Customer Services Organisation
[Decision - New Support & Customer Service Organisation: Recommendation for Preferred and Reserved Bidder and Full Business Case \(moderngov.co.uk\)](#)

The London Borough of Barnet has 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>

Performance contract reviews and contract variations can be found on
<https://barnet.moderngov.co.uk>

The Insight proposal from Capita was to collate available data to inform policy making. This included using employment and economic statistics to improve customer experiences. We are not aware of a local government initiative that involved surveillance to which you refer.

The proposal to which you refer is not an active project, no further information is held.

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.