



London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
14 April 2021
Our ref: 7146640

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

- 1. Do you use online forms for residents to complete using a web browser?**
- 2. Approximately how many online forms do you have?**
- 3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.**
- 4. How much did you pay in the most recent financial year for the use of it?**
- 5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.**
- 6. How much did you pay in the most recent financial year for the use of it?**
- 7. Do you use in-house resources or third parties to develop your online forms?**
- 8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?**
- 9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?**

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and it is attached/ the answers to your questions are below

- 1. Do you use online forms for residents to complete using a web browser?***
- 2. Approximately how many online forms do you have?***
- 3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.***
- 4. How much did you pay in the most recent financial year for the use of it?***
- 5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.***
- 6. How much did you pay in the most recent financial year for the use of it?***
- 7. Do you use in-house resources or third parties to develop your online forms?***
- 8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?***
- 9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?***

Please see attached.

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.