



London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
19 August 2021
Our ref: 7531380

Thank you for your request received on 30 July 2021, for the following information:

Please could you provide me with some information regarding user engagement and your use of open source and open standards for your digital services?

User engagement

- * When did you last conduct research into how your website users are accessing digital services?**
- * How has your digital uptake increased over the past 12 months (as measured by the government's guidelines)?**

Open source and open standards

- * What percentage of your source code your council develops - or which is developed on your behalf by external parties - is made open?**
- * What percentage of your components are standard government technology components?**

Is your website designed using open standards for government?

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

Please could you provide me with some information regarding user engagement and your use of open source and open standards for your digital services?

User engagement

- * When did you last conduct research into how your website users are accessing digital services?***

This is a continuous process

- * How has your digital uptake increased over the past 12 months (as measured by the government's guidelines)?***

98.38%

Open source and open standards

**** What percentage of your source code your council develops - or which is developed on your behalf by external parties - is made open?***

**** What percentage of your components are standard government technology components?***

Capita has an overarching contract with the council for delivery of ICT provision, details of which are available at:

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

The contracts for the particular information requested is held by Capita not the London Borough of Barnet.

Is your website designed using open standards for government?

Yes

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.

