



London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
16 September 2021
Our ref: 7628708

Thank you for your request received on 7 September 2021, for the following information:

I wish to submit to the organisation a freedom of information request relating to:

1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Citizens. (i.e Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)

2. Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by citizens to make contact.)

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

a) Number of Visits per month (Average)

b) Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?

c) Does your organisation's website(s) have an on-site search bar?

- What Content Management System is your site-search connected to (if so)?

- What is the Search Bar Utilisation? (If known, % of Website visitors)

- Who is the Supplier/Owner of the on-site search on your website?

Please send me the following information for each:

1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?

2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?

3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

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

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Barnet has outsourced it's ICT provision and customer call centre to Capita. Details of the contract can be accessed at:

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

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.