

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
1 November 2021
Our ref: 7773252

Thank you for your request received on 1 November 2021, for the following information:

I am writing to request information under the Freedom of Information Act 2000. Please may you provide me with the following:

Information request 1:

- * Do you have an app?**
- * When was it launched?**
- * How many people have downloaded the app since its launch?**
- * How many reports have come through the app since its launch?**
- ***

Information request 2:

- * Do you have a Chatbot?**
- * Is it internal for staff or external for customers?**
- * Which supplier did you go with or was it built in-house?**
- * When was it released to the public?**
- * How many conversations have taken place since launch?**
- ***

Please provide the information in electronic form by email.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary?

If you have any queries, please don't hesitate to contact me via email and I will be happy to clarify what I am asking for and discuss the request, my details are outlined below.

Thank you for your time and I look forward to your response.

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

I am writing to request information under the Freedom of Information Act 2000. Please may you provide me with the following:

Information request 1:

- * Do you have an app?***
- * When was it launched?***

- * *How many people have downloaded the app since its launch?*
- * *How many reports have come through the app since its launch?*
- *

Information request 2:

- * *Do you have a Chatbot?*
- * *Is it internal for staff or external for customers?*
- * *Which supplier did you go with or was it built in-house?*
- * *When was it released to the public?*
- * *How many conversations have taken place since launch?*
- *

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If you have any queries, please don't hesitate to contact me via email and I will be happy to clarify what I am asking for and discuss the request, my details are outlined below.

Thank you for your time and I look forward to your response.

The council does not have an app or Chatbot for staff or customers.

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 Records & Information Management Service, Assurance Group, 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.