

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
2 November 2021
Our ref: 7770620

Thank you for your request received on 28 October 2021, for the following information:

Under the Freedom of Information Act, I would like a breakdown, please, of the total cost to the council over each of the last five financial years (2021/22; 2020/21; 2019/20; 2018/19; 2017/18) for the following:

- 1. Recorded messages on the council's telephone services (including a brief description of what was recorded)**
- 2. On-hold music used on the council's telephone services (including details of song names and artists)**

If this data could be provided within the 20 working day response period, that would be hugely appreciated.

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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If this data could be provided within the 20 working day response period, that would be hugely appreciated.

The council has outsourced this service to Capita as part of its 10 year Customer Service Contract and the service would be provided as part of this overarching contract and cannot be disaggregated. The contract is available 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 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.