

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
22 June 2022
Our ref: 8301362

Thank you for your request received on 30 May 2022, for the following information:

1 How many Council Tax dwellings total is your Council(s) responsible for?
E.g. The total number of homes which fall under your council area?

2 What is the total amount you spend on postage a year?
E.g. This includes Post and Hybrid Mail.

3 Which postal supplier do you use for sending physical post?
Royal Mail (Yes/No):
Whistl (Yes/No):
UKMail (Yes/No):
Other (Please specify):

4 Do you use franking machines or PPI envelopes in your post room?
PPI envelopes (Yes / No)
Franking machines (Yes / No)

5 If you use franking machines, who is the manufacturer of your franking machines?
Pitney Bowes Yes/No
Quadient Yes/No
Other (please specify)

6 Do you currently use Hybrid mail to send letters?
If Yes,
What percentage of your total postal volumes (question 1) are sent via hybrid mail ?
what is the name of your hybrid mail supplier
What framework did you use to procure hybrid mail
When was the contract signed
What is the duration (Term) of the contract

7 Do you currently use a Web Portal or App for some or all of your resident communications?
If Yes, Who is the supplier of your web portal or App technology
When did you first implement your web portal or App technology (Year/Month)
How many residents have registered to use your web portal or App?
How many letters a year are currently being sent via your web portal or App?

8 Do you currently use Email to communicate with your residents?

E.g, this includes sending bills, invoices, tax updates.

If yes, Who supplies your email service?

How many emails do you send to residents a year?

What is the cost of each email communication?

9 Do you currently use SMS to communicate with your residents?

E.g, this includes sending bills, invoices, tax updates.

If yes, who supplies your SMS service?

How many SMS do you send to residents a year?

What is the cost of each SMS communication?

10 Who has responsibility for digital transformation in your organisation?

Name

Email Address

11 Who is responsible for your post room (i.e. who is your post room manager)?

Name

Email Address

12 Who is the Director of IT in your organisation?

Name

Email Address

13 Who is the procurement manager responsible for print and post solutions in your organisation?

Name

Email Address

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 How many Council Tax dwellings total is your Council(s) responsible for?
E.g. The total number of homes which fall under your council area?***

We currently have 157,055 properties in the Council Tax list.

***2 What is the total amount you spend on postage a year?
E.g. This includes Post and Hybrid Mail.***

We spend about £250,000 per annum on postage.

3 Which postal supplier do you use for sending physical post?

Royal Mail (Yes/No):

Whistl (Yes/No):

UKMail (Yes/No):

Other (Please specify):

We have a contract with Royal Mail for our postage. We don't use anyone else.

4 Do you use franking machines or PPI envelopes in your post room?

PPI envelopes (Yes / No)

Franking machines (Yes / No)

We do not have a franking machine anymore so we use PPI envelopes for all our post.

5 If you use franking machines, who is the manufacturer of your franking machines?

Pitney Bowes Yes/No

Quadient Yes/No

Other (please specify)

N/A

6 Do you currently use Hybrid mail to send letters?

If Yes,

What percentage of your total postal volumes (question 1) are sent via hybrid mail ?

what is the name of your hybrid mail supplier

What framework did you use to procure hybrid mail

When was the contract signed

What is the duration (Term) of the contract

No, We don't have hybrid mail. We do produce letters and post on behalf of staff in volume, could be as much as 75% of the value above. As part of the CSG Capita contract we also have the option of utilising Hybrid Mail via Capita's internal document services.

7 Do you currently use a Web Portal or App for some or all of your resident communications?

If Yes, Who is the supplier of your web portal or App technology

When did you first implement your web portal or App technology (Year/Month)

How many residents have registered to use your web portal or App?

How many letters a year are currently being sent via your web portal or App?

We have the My Account portal managed by the Web Team. Between 2017 and 2021 there were 106,765 registered users.

<https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm>

<https://www.barnet.gov.uk/council-tax/how-use-barnet-my-account>

8 Do you currently use Email to communicate with your residents?

E.g, this includes sending bills, invoices, tax updates.

If yes, Who supplies your email service?

How many emails do you send to residents a year?

What is the cost of each email communication?

IT is outsourced to Capita, details of the contract are available at:

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

9 Do you currently use SMS to communicate with your residents?

E.g, this includes sending bills, invoices, tax updates.

***If yes, who supplies your SMS service?
How many SMS do you send to residents a year?
What is the cost of each SMS communication?***

There is a pay for parking service by phone.

IT is outsourced to Capita, details of the contract are available at:

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

10 Who has responsibility for digital transformation in your organisation?

Name

Email Address

Barry May, barry.may@barnet.gov.uk

11 Who is responsible for your post room (i.e. who is your post room manager)?

Name

Email Address

Simon Hime

Simon.hime@barnet.gov.uk

12 Who is the Director of IT in your organisation?

Name

Email Address

Barry May barry.may@barnet.gov.uk

13 Who is the procurement manager responsible for print and post solutions in your organisation?

Name

Email Address

Simon Hime

Simon.hime@barnet.gov.uk

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.