

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
22 June 2022
Our ref: 8298897

Thank you for your request received on 26 May 2022, for the following information:

I am writing to make a request under the Freedom of Information Act 2000.

My requests are outlined below as specifically as possible, however, if any of the below is unclear, I would appreciate it if you would get in touch at adriana.myther@gmail.com.

Please could you provide the following information:

Intranet Questions

How many people are employed by your organisation, including full time and part time?

What is your current intranet solution? (Sharepoint, Wordpress, Interact, Invotra, Oak etc)

How long have you been using this intranet solution?

When is your intranet contract up for renewal?

What is your annual intranet budget?

What is your procurement process? Please can you include any portals used to list tenders and/or any suppliers/consultants used to procure.

Do you share intranet/IT services with other organisations, if so who?

Which team and/or individual(s) are responsible for managing your intranet internally?

Are you using the Office 365 suite? If so, which applications from the suite are in use?

Which team and/or individual(s) are responsible for your intranet's procurement within the organisation?

Is your Active Directory hosted on-premise, or in the cloud?

Could you provide us with a link to your Digital Workplace Strategy?

Website / Accessibility Questions

What software are you currently using for your website?

What team/individual is responsible for maintaining your website?

Do you work with an external supplier to maintain your website, if so when does your contract expire?

When did you last conduct an accessibility audit against your public website?

What team/individual is responsible for digital accessibility across your public facing services?

What is your budget for digital accessibility?

What is your annual marketing/communications budget for creating content for residents?

Do you work with external marketing/communications suppliers to create content for your public facing services?

When was the last time you conducted a content audit on your website to remove outdated content?

If possible, please could you present the information via a Microsoft Word or Excel document, sent to me via email.

I would appreciate it if you could confirm receipt of my request and look forward to hearing from you.

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 make a request under the Freedom of Information Act 2000.

***Please could you provide the following information:
Intranet Questions***

How many people are employed by your organisation, including full time and part time?

The total headcount is 1852 people. IT has been outsourced to Capita, details of the contract are available at:

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

What is your current intranet solution? (Sharepoint, Wordpress, Interact, Invotra, Oak etc)

Microsoft Sharepoint.

How long have you been using this intranet solution?

July 2021.

When is your intranet contract up for renewal?

We don't have a defined contract for the intranet – this site was supplied through a digital programme undertaken through our IT partnership with Capita.

What is your annual intranet budget?

We do not have an annual budget specifically for the intranet. A programme budget was used for the implementation programme but ongoing content updates are done on a business as usual basis.

What is your procurement process? Please can you include any portals used to list tenders and/or any suppliers/consultants used to procure.

N/A at this moment in time. If at any point in the future we wished to externally procure services, it would be advertised on our procurement portal at [Curtis Fitch - iSource \(barnetsourcing.co.uk\)](https://curtisfitch-iSource.barnetsourcing.co.uk)

Do you share intranet/IT services with other organisations, if so who?

Capita's CSG IT service supplies Barnet Council, The Barnet Group and Barnet Education and Learning Service (BELS) with IT services and all of these organisations have access to our Barnet Council intranet.

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

Which team and/or individual(s) are responsible for managing your intranet internally?

The Internal Communications Team within the Strategy and Resources department.

Are you using the Office 365 suite? If so, which applications from the suite are in use?

Yes, Outlook, Teams, OneDrive, SharePoint, Word, Excel, Visio, Project. (We are using more but would give away some security measures- see formal refusal below.

Which team and/or individual(s) are responsible for your intranet's procurement within the organisation?

see above

Is your Active Directory hosted on-premise, or in the cloud?

This information is exempt from disclosure under Section 31(3) of the Freedom of Information Act 2000. Section 31 of the FOIA relates to Law Enforcement, and Section 31(3) removes the public authority's duty to confirm or deny whether information is held if to do so would or would be likely to prejudice law enforcement.

It is the council's view that the confirmation or denial of the possession of information relating to the council's cyber resilience, would be likely to compromise the council's information security strategies by giving cyber criminals insight into vulnerabilities which may, or may not, exist.

Although the bona fides of the requester may be genuine FOI responses are public information and are made to the world. Section 31(3) is a qualified exemption, as such we have gone on to perform a public interest test in order to assess the public interest arguments for and against declaring whether or not the requested information is held. In applying this exemption, we have had to balance the public interest in withholding the information against the interest in favour of disclosure.

Factors in favour of disclosure

- Confirmation of possession would demonstrate a commitment to transparency with regard to the council's undertakings, and could provide assurance that the council have robust IT infrastructure in place.

Factors in favour of withholding

- Maintaining the integrity and security of the council's systems
- Preventing cyber-attacks and similar against the council systems.
- Revealing whether or not the information requested is held or applicable to the London Borough of Barnet would be likely to offer cyber criminals insight into not only the strengths of the council's cyber security, but also any potential weaknesses that may exist. This could ultimately result in a future cyber attack. One of the reasons that cyber security measures are in place is to protect the integrity of personal and sensitive personal information.
- It is clear to see how the occurrence of a future cyber-attack would prejudice the council's legal duty to safeguard personal information from loss, theft, inappropriate access or destruction, which is why Section 31 has been employed in this case

Could you provide us with a link to your Digital Workplace Strategy?

This is not yet published.

Website / Accessibility Questions

What software are you currently using for your website?

We use Drupal Content Management System.

What team/individual is responsible for maintaining your website?

The in house Web Team

Do you work with an external supplier to maintain your website, if so when does your contract expire?

We work with Capita.

When did you last conduct an accessibility audit against your public website?

Accessibility is monitored on a daily basis.

What team/individual is responsible for digital accessibility across your public facing services?

The Web Team

What is your budget for digital accessibility?

No set budget

What is your annual marketing/communications budget for creating content for residents?

No set budget

Do you work with external marketing/communications suppliers to create content for your public facing services?

We work with Capita.

When was the last time you conducted a content audit on your website to remove outdated content?

As above, we add and remove content on a daily basis. Last complete audit was 2019.

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.