

London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
15 September 2022
Our ref: 8392245

Thank you for your request received on 14 September 2022, for the following information:

Housing Benefit and Council Tax Management system

- 1. Does your local authority use a Housing Benefit and/or Council Tax Management system(s)? If so, please list the name of the supplier(s).**
- 2. Can you provide a name for the system(s)?**
- 3. What is the contract start date for your Housing Benefit and/or Council Tax Management system(s)? (dd/mm/yy)**
- 4. What is the contract end date for your Housing Benefit and/or Council Tax Management system(s)? (dd/mm/yy)**
- 5. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 19/20 (April 2020 - March 2021)**
- 6. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 21/22 (April 2021 - March 2022)?**
- 7. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 22/23 (April 2022 - March 2023)?**
- 8. Do you intend to go to tender for a new Housing Benefit and/or Council Tax Management system(s) at the end of your contract ?**

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below

Housing Benefit and Council Tax Management system

- 1. Does your local authority use a Housing Benefit and/or Council Tax Management system(s)? If so, please list the name of the supplier(s).***

Civica

- 2. Can you provide a name for the system(s)?***

Civica Open Revenues.

- 3. What is the contract start date for your Housing Benefit and/or Council Tax Management system(s)? (dd/mm/yy)***
- 4. What is the contract end date for your Housing Benefit and/or Council Tax Management system(s)? (dd/mm/yy)***

- 5. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 19/20 (April 2020 - March 2021)**
- 6. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 21/22 (April 2021 - March 2022)?**
- 7. What was the annual cost of your Housing Benefit and/or Council Tax Management system(s) for the financial year 22/23 (April 2022 - March 2023)?**
- 8. Do you intend to go to tender for a new Housing Benefit and/or Council Tax Management system(s) at the end of your contract ?**

Barnet has outsourced its ICT provision to Capita. This overarching 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 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.