

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
29 March 2023
Our ref: 9295292

Thank you for your request received on 2 March 2023, for the following information:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000. I would like the following information to be provided to me as an electronic copy. 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.

- 1. Does the Council have a dedicated on-site scanning team for paper records?**
 - 1. If so, how many FTE are within the team?**
 - 2. What volumes are the team scanning on a daily / weekly / monthly / annual basis?**
 - 3. Are the team scanning legacy records or day forward, or both?**
 - 4. What hardware & software is used by the team?**
 - 5. Is the hardware leased, rented or was it purchased outright?**
 - 6. Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.**
- 2. If the Council does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?**
 - 1. If so, who is this contract with?**
 - 2. What is the value of the contract?**
 - 3. When is the contract due for renewal?**
- 3. Does the Council have on-site facilities to store paper records?**
- 4. Does the Council have contract(s) for off-site storage?**
 - 1. If so, who is the contract with?**
 - 2. Does the contract include scan on demand or digitising services?**
 - 3. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?**
 - 4. What is the annual cost for outsourced scanning - either on-demand or scheduled?**
- 5. Are there departments within the Council that scan their own documents locally?**
 - 1. If so, what hardware and software is used to manage this?**
 - 2. Are volumes captured? If so, what are they?**
 - 3. What types of documents are scanned?**

6. Who is responsible for records / document management programmes/systems? Please provide contact details

7. Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details

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 an open government request for all the information to which I am entitled under the Freedom of Information Act 2000. I would like the following information to be provided to me as an electronic copy. 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.

1. Does the Council have a dedicated on-site scanning team for paper records?

No

1. If so, how many FTE are within the team?

N/A

2. What volumes are the team scanning on a daily / weekly / monthly / annual basis?

N/A

3. Are the team scanning legacy records or day forward, or both?

N/A

4. What hardware & software is used by the team?

N/A

5. Is the hardware leased, rented or was it purchased outright?

N/A

6. Who is responsible within the organisation for the procurement of hardware and software? Please supply contact details.

Each service manage their own procurements and contracts. Depending on the system and hardware these will be corporately owned

2. If the Council does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

Not for regular or bulk scanning

1. If so, who is this contract with?

N/A

2. What is the value of the contract?

N/A

3. When is the contract due for renewal?

N/A

3. Does the Council have on-site facilities to store paper records?

Only office space

4. Does the Council have contract(s) for off-site storage?

Yes

1. If so, who is the contract with?

Stor-a-file

2. Does the contract include scan on demand or digitising services?

Yes

3. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

706 Scans in this financial Year

April	43
May	70
June	52
July	114
August	92
September	52
October	80
November	45
December	29
January	73
February	56

4. What is the annual cost for outsourced scanning - either on-demand or scheduled?

On demand circa £10k

5. Are there departments within the Council that scan their own documents locally?

Yes but this is adhoc, not bulk scanning

1. If so, what hardware and software is used to manage this?

MFD's

2. Are volumes captured? If so, what are they?

March 2022 to March 2023, we have scanned approx. 25,000 items. Majority are A4 letters but also a few larger A3 type plans are included.

3. What types of documents are scanned?

Various. Could be incoming post, information rights request documents to send to customers, ID docs.

6. Who is responsible for records / document management programmes/systems? Please provide contact details

Corporate Solutions such as the Microsoft Platform - is our IT Provider via the Outsourcing agreements. Service's own internal applications as part of the case management -IT via the outsourced contract and they key leads from service areas.

Link to Capita Contract – Open Barnet

7. Who manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details
IT - hardware providers

Director of Transformation – Deborah Hinde - deborah.hinde@barnet.gov.uk

Storage/Scanning

Records and Information Management Team –
Records.Management@Barnet.gov.co.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.

