

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
12 April 2023
Our ref: 9544525

Thank you for your request received on 5 April 2023, for the following information:

To whom it may concern,

I am wishing to contact the council but have been unable to find the correct individual to address my letter to. Therefore, I am left with no choice other than to make a request under the Freedom of Information Act 2000. To help you with this request, I am outlining my query as specifically as possible.

Please can you provide me with the following information :-

- 1. What systems/platforms do you use for appointment bookings - this could be for taxi and private mot bookings, room bookings for corporate council rooms, desk/workspace bookings for internal staff, course bookings, sports and facility bookings, venue and facility bookings, open spaces and physical item resources**
- 2. Who is responsible for the system/platform and their contact details - name, job title, email address, phone number?**
- 3. What is the current contract value/expiry and renewal date of the system/platform?**

I understand that under this act I am entitled to a response within 20 working days of your receipt of this request. Your help in this matter is greatly appreciated.

Kind regards,

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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Barnet uses
Room Booking – OneLan Reserva
MS Outlook / MS teams

ClubSpark for its Tennis Bookings
EventApp for its events and sports pitch application processing.

We only operate a manual booking system for MOTs. So we don't have an actual system for this.

2. Who is responsible for the system/platform and their contact details - name, job title, email address, phone number?

Room Booking – OneLan Reserva
MS Outlook / MS teams – Deborah Hinde Director of Commercial & IT Services
Email: deborah.hinde@barnet.gov.uk

ClubSpark, EventApp – Matthew Gunyon, Head of Greenspaces,
matthew.gunyon@barnet.gov.uk Tel: 020 8359 2000

Learning Pool, Learning and Development - Michael Davenport, L&D Officer Michael Davenport @barnet.gov.uk 0208 208 359 4129

3. What is the current contract value/expiry and renewal date of the system/platform?

Room Booking – OneLan Reserva
MS Outlook / MS teams are provided courtesy of the IT Capita Contract
[Customer and Support Group \(CSG\) contract | Barnet Open Data](#)

ClubSpark is provided to the council by the Lawn Tennis Association at no cost to the council.

EventApp is a rolling annual contract at £2,400 per year.

Staff Learning Management System, Learning Pool contract ends 25th Oct 2023

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.