

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
25 May 2023
Our ref: 9706556

Thank you for your request received on 3 May 2023, for the following information:

Private Sector Housing

I am writing to request information under the Freedom of Information Act 2000. In order to help you with this request, I am outlining my query as specifically as possible. Please can you provide me with the following information with regards to your Housing Standards Case Management Software:-

- 1. The Head/Manager responsible for Housing Standards, their contact details including their job title, email address and telephone number.**
- 2. What Case Management Software do you use for Housing Standards, i.e. Idox, Civica, Arcus?**
- 3. If you use a specific software, how long is the contract for and what is the value of the 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

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Belinda Livesey, Private Sector Housing Manager, belinda.livesey@barnet.gov.uk
0208 359 7438

2. What Case Management Software do you use for Housing Standards, i.e. Idox, Civica, Arcus?

Idox

3. If you use a specific software, how long is the contract for and what is the value of the contract?

The contract with Idox runs from 1 Nov 2021 - 31 Oct 2024 and has a value of £719,291.21

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.