



Information Governance Team

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**Freedom of Information Act 2000 (FOIA)
Request ID: REQ05207**

Dear Sir/Madam.

Thank you for your request for information relating to information requests.

You have requested the following information:

1. Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling.

FOR/EIR: Office 365 / Sharepoint Online.

Complaints: Firmstep.

2. Please provide the name of the vendor and country or origin of the software.

FOR/EIR: Microsoft – Global.

Complaints: Firmstep – UK.

a. Name of the system(s) where there is a brand name that differs from the company name.

FOR/EIR: Office 365 - Sharepoint Online.

Complaints: Firmstep – Service.

b. Do you use system(s) that are internally developed and maintained by your development staff rather than purchased?

FOR/EIR: Configured by internal staff.

Complaints: Developed internally.

c. Amount paid approximately (split into a. set up and b. ongoing costs).

FOR/EIR: This is not possible to provide as it is part of our enterprise Office 365 costs.

Complaints: This is not possible to provide as it is part of our wider CRM costs.

d. Date of end of contract with the present supplier(s).

FOR/EIR: Our Enterprise Agreement runs until 31/03/2022.

Complaints: Our Firmstep contract runs 11/05/2019.

e. Is the system running in house on your servers or is it provided SaaS (“Software as a Service” i.e. hosted externally on a supplier’s servers).

FOR/EIR: Platform as a Service (Office 365).

Complaints: Software as a Service (Firmstep).

3. What did you pay for system(s)?

FOR/EIR: Please see answer to Question 2c.

Complaints: Please see answer to Question 2c.

a. Set up.

FOR/EIR: Please see answer to Question 2c.

Complaints: Please see answer to Question 2c.

b. Ongoing (please state if per year or per month).

FOR/EIR: Please see answer to Question 2c.

Complaints: Please see answer to Question 2c.

4. How many requests did you receive in each of 2016, 2017 & 2018?

Following careful consideration, the information you have requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2002, which relates to information reasonably accessible to the applicant by other means.

The exemption applies as the information is published and publicly available to view by accessing the Information Governance Annual reports which can be found at the following links;

For 2016-2017 (see Agenda Item 10)

<http://democraticservices.coventry.gov.uk/mgChooseDocPack.aspx?ID=11488>

For 2017-2018 (see Agenda Item 10)

<http://democraticservices.coventry.gov.uk/mgChooseDocPack.aspx?ID=11817>

Information relating to 2018-2019 is being withheld as it falls under the exemption(s) in Section 22 of the Freedom of Information Act 2000, which relates to information intended for future publication.

The information will be contained in the Information Governance Annual Report and can be reviewed after the end of the currently financial year, once all information has been collated. It will again be published under the Audit and Procurement Committee meetings at the following link;

<http://democraticservices.coventry.gov.uk/ieListMeetings.aspx?CId=553&Year=0>

5. What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?

<http://www.coventry.gov.uk/foi>.

6. How long does it take (officer/manager hours) to log a request and inform the relevant officers that they must respond? (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)

a. Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the tasks to the officers concerned with pre configured auto emails going out to them.

b. About an hour - as above, but done manually.

c. Some other length of time - if so what and why is it so long/short, etc.

All requests are logged manually onto the system. Once completed it generates an automatic acknowledgement to the requester providing them with the unique reference number. At the same time it also sends a notification email to the allocated/relevant officers notifying them that they have a request to action. This takes approximately 10 – 15 minutes to complete.

7. Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?

We can confirm that the public disclosure log is updated manually.

8. Can you use the same system for all your complaints and other citizen and internal and external enquiries?

We can confirm that we have a separate CRM solution for these other types of request.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news

reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours sincerely

Information Governance