



Information Governance Team

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07191**

Thank you for your request for information relating to information relating to content services (document management) solutions.

You have requested the following information:

- 1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images) is digitalised?**

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not recorded by the Council.

- 2. Does your local authority use a content services (document management) solution to store and manage this information?**

Yes, we have done this since 2019 or earlier.

- 3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?**

Yes, we have done this since 2019 or earlier.

4. Does your local authority use a content services (document management) solution to enable staff to access this information remotely?

Yes, we have done this since 2019 or earlier.

5. Does your local authority currently offer your local citizens online access to their own records?

Yes, they can access at least some of their own digital records online.

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 faithfully

Information Governance