



**Information Governance Team**

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02 October 2020

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ07518**

Thank you for your request for information relating to Gov Notify service.

You have requested the following information:

**1. For how long has your organisation used Gov Notify service?**

Since approximately June 2019.

**2. How many employees your organisation has?**

As of 1 June 2020, there are 4,618 core Council employees.

**3. How many employees use Gov Notify service?**

161

**4. How many emails your organisation sends monthly?**

There were 682,783 emails sent via MS Exchange between 7 August and 4 September.

**5. How many SMS messages your organisation sends monthly?**

There were 6,681 SMS sent from EE SIMS between 1 August to 1 September.

**6. How many letters your organisation sends monthly?**

Over the past 3 months the average monthly volume of letters was 86,871

**7. How many services/departments your organisation has (e.g. Finance, Housing, IT...)?**

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, 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 Council website, please use the following link:

<https://www.coventry.gov.uk/structurecharts>

**8. Which services/departments are using Gov Notify service?**

Adult Education  
Housing with Care  
Revenues and Benefits  
ICT

**9. How many emails this service/department sends monthly?**

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. Gov Notify is a centralised platform who hold this information.

**10. How many of these emails is sent using Gov Notify?**

0

**11. How many SMS messages this service/department sends monthly?**

Please refer to Question 9.

**12. How many of these SMS messages is sent using Gov Notify?**

Department	June	July	August	September
Adult Education	0	72	0	622
Housing with Care	7	7,541	12,417	4,592
Revenues and Benefits	6	39	445	92
ICT	27	1	1	0

**13. How many letters this service/ department sends monthly?**

We can confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We do not record how many letters are sent monthly by each department.

**14. How many of these letters is sent using Gov Notify?**

0

**15. Do you use any other 3rd party service for your email messaging?**

No.

**16. Which?**

Not applicable, please refer to Question 15.

**17. Do you use any other 3rd party service for your SMS messaging?**

No.

**18. Which?**

Not applicable, please refer to Question 17.

**19. Do you use any other 3rd party service for your printed communications?**

The majority of our printed communications are completed in house. Some items, which are uneconomical for the Council to produce, are sent externally to suppliers and this is determined by quotes from those who are on our framework.

**20. Which?**

We only use suppliers on our framework.

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](mailto: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](mailto:casework@ico.org.uk).

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

Yours faithfully

**Information Governance**