



## Information Governance

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Date: 29 April 2021

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**  
**Request ID: FOI317645408**

Thank you for your request for information relating to Website software for developing and publishing online forms.

Your request and our responses are shown below:

**1. Do you use online forms for residents to complete using a web browser?**

Yes.

**2. Approximately how many online forms do you have?**

We currently have 644 forms published in our forms system. This includes both external forms via our website and internal forms via our intranet. Approximately 33% of them are internal only.

**3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.**

The Granicus govService platform.

**4. How much did you pay in the most recent financial year for the use of it?**

We can confirm that we hold this information and it is accessible to you via the Contracts register published on the Council website, please use the following link:

[https://www.coventry.gov.uk/downloads/file/35171/contract\\_register\\_-\\_january\\_2021\\_csv](https://www.coventry.gov.uk/downloads/file/35171/contract_register_-_january_2021_csv)

Reference Contract COV - 9033. We therefore do not have to provide the information as per Section 21 of the FOIA.

**5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.**

The Granicus govService platform.

**6. How much did you pay in the most recent financial year for the use of it?**

See response to Question 4.

**7. Do you use in-house resources or third parties to develop your online forms?**

Our online forms and processes are developed in-house.

**8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?**

See response to Question 4.

**9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?**

We carry out data analysis on our forms and their usage using Google Analytics, SiteImprove and internally developed SSRS and PowerBI reports.

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Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its FOI/EIR [Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

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).

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

Yours faithfully

**Information Governance**