



## Information Governance Team

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23 January 2024

Dear Sir/Madam

### **Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI574253921**

Thank you for your request for information relating to family information service directory.

You have requested the following information:

#### **1. Which provider currently holds the contract to deliver your family information service directory?**

Staff employed by Coventry City Council run the Family Information Service, deliver, administer and update the Family Information Directory themselves.

The software provider we use as a platform for our Family Information Directory is IDOX.

IDOX assist with any program updates or modifications.

#### **2. What is the annual value of that contract?**

#### **3. When does that contract expire?**

For Questions 1 and 2, 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:

[www.coventry.gov.uk/contractsregister](http://www.coventry.gov.uk/contractsregister)

The contract reference number is COV-13358

This exemption is not subject to the public interest test.

The supply of information in response to a FOI/EIR 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 [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**