



**Information Governance Team**

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI661803639**

Thank you for your request for information relating to Records dept software.

You have requested the following information:

**This concerns the council dept often known as modern records which oversees the cataloguing, retention and off-site storage of physical files, for instance relating to the council's legal documents, social care records, HR files, property deeds, etc.**

**What is the name of the software product you use to catalogue/index these records/files?**

The Council does not have a modern records team/department. To assist, we advise for legal records (including Deeds, Leases etc) these are mostly recorded on our Legal Case Management software – iCasework. However, our older records (pre 2002) are held on a traditional indexing cards.

Archive social care records are kept offsite with our supplier Iron Mountain.

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**