

Dear Requester,

Further to your request for information under the freedom of information act please see below. We apologise for the delay in responding in the recommended time scale under the Act, this has been due to staff leave and was unavoidable.

1. Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling. [Microsoft Outlook – requests and communication, RESPOND - Logging and monitoring](#)
2. Please provide the name of the vendor and country or origin of the software.
 - a. Name of the system(s) where there is a brand name that differs from the company name. [RESPOND](#)
 - b. Do you use system(s) that are internally developed and maintained by your development staff rather than purchased? [NO](#)
 - c. Amount paid approximately (split into a. set up and b. ongoing costs) [a. unknown b, 9K PA approx. 9 users](#)
 - d. Date of end of contract with the present supplier(s). [FEB 2020](#)
 - e. Is the system running in house on your servers or is it provided SaaS (“Software as a Service” i.e. hosted externally on a supplier’s servers) [yes in house](#)
3. What did you pay for system(s)? [Considering exemption /if not publically available](#)
 - a. Set up [unknown](#)
 - b. Ongoing (please state if per year or per month) [9K PA approx. 9 users](#)
4. How many requests did you receive in each of 2016, 2017 & 2018
[2016 : 4224](#)
[2017 : 4097](#)
[2018: 5271](#)
5. What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?
6. <https://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/disclosure-log>
7. How long does it take (officer/manager hours) to log a request and inform the relevant officers that they must respond? (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)
 - a. Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the tasks to the officers concerned with pre configured auto emails going out to them. YES
 - b. About an hour - as above, but done manually.
 - c. Some other length of time - if so what and why is it so long/short, etc.
8. Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?
[Manual](#)
9. Can you use the same system for all your complaints and other citizen and internal and external enquiries. Yes

We trust this now resolves your enquiry, however should you have any further queries please do not hesitate to contact me directly on the details below.

Nottinghamshire County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>
You can use the search facility using keywords.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottsc.gov.uk.

Kind Regards

Dear Notts council

1. Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling.
2. Please provide the name of the vendor and country or origin of the software.
 - a. Name of the system(s) where there is a brand name that differs from the company name.
 - b. Do you use system(s) that are internally developed and maintained by your development staff rather than purchased?
 - c. Amount paid approximately (split into a. set up and b. ongoing costs)
 - d. Date of end of contract with the present supplier(s).
 - e. Is the system running in house on your servers or is it provided SaaS ("Software as a Service" i.e. hosted externally on a supplier's servers)
3. What did you pay for system(s)?
 - a. Set up
 - b. Ongoing (please state if per year or per month)
4. How many requests did you receive in each of 2016, 2017 & 2018
5. What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?
6. How long does it take (officer/manager hours) to log a request and inform the relevant officers that they must respond? (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)
 - a. Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the tasks to the officers concerned with pre configured auto emails going out to them.
 - b. About an hour - as above, but done manually.
 - c. Some other length of time - if so what and why is it so long/short, etc.
7. Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?
8. Can you use the same system for all your complaints and other citizen and internal and external enquiries.

Thank you very much for your help.