

Thank you for your recent Freedom of Information Request.

I am now able to provide you with the information supplied by the relevant departments, as follows:

(1) Does your authority currently procure a Capita SIMS license on behalf of the state maintained schools within your authority? **Yes**

(2) If a local authority Capita SIMS license has been procured for use by state maintained schools within your authority, when does the term of this contract end? **31 March 2019**

(3) Does your authority employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS and if so how many FTE staff members? **5.37**

(4) If your authority does employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS, which directorate do they belong to, what is their team name and what is the job title of the manager ultimately responsible for delivery of this service? **Chief Executives Department, Operational Delivery Group, Service Support – Schools, Service Support Desk Manager.**

(5) If your authority does provide Capita SIMS support to your local schools can you advise how many schools you do provide telephone help desk support for in the period April 2018 to March 2019, broken down as follows:

- number of state maintained primary schools **173**
- number of academy primary schools **5**
- number of state maintained secondary schools **2**
- number of academy secondary schools **2**

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham 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 wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference number above.

Kind Regards

Complaints, Information & Mediation Officer.  
Complaints and Information Team  
Chief Executive's Dept  
Nottinghamshire County Council  
County Hall, West Bridgford, Nottingham, NG2 7QP