

Dear Requester,

Thank you for your Freedom of Information Request.

The councils response is as follows:

**1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images ) is digitalised?**

- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%

**We do not hold this information.**

**2. Does your local authority use a content services (document management) solution to store and manage this information?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**We have taken your reference to a content services (document management) solution to mean an integrated product(s) capable of managing and storing documents from multiple sources and formats from across the organisation. In this context our answer to your questions 2, 3, 4 and 5 are 'no, we do not plan to do this.'**

**3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**4. Does your local authority use a content services (document management) solution to enable staff to access this information remotely?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**5. Does your local authority currently offer your local citizens online access to their own records?**

- Yes, they can access all of their own digital records online

Commented [GC1]:

- [Yes, they can access at least some of their own digital records online](#)
- [No, they cannot access their own digital records online](#)

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