

Dear

I am writing to you in reply to your Freedom of Information Act 2000 (FOIA) request to Nottinghamshire County Council. I have the following information.

*Do you have a Customer portal or platform offering authenticated citizens direct access to Council services online?*

We have a portal that is used to verify customers when registering a vehicle to use our household waste and recycling centres.

*Who did you procure your Customer portal from?*

It is part of a CRM and forms package, procured over 5 years ago from Granicus (Government Service).

*If you developed it 'in-house' please can confirm that it is an 'in-house' development.*

N/A

*When did you deploy your customer portal on your Council Website?*

Approximately 5 years ago.

*What services can citizens access via your Customer portal?*

Currently Waste and recycling.

*Do all services provided on the platform offer an online form or a paper form or downloadable PDF form?*

Online form

*Can you confirm that all the services offered that do have an online form meet the international WCAG 2.1 AA accessibility standard?*

Yes

*Can you provide either a copy or a link to your accessibility statement that explains to the citizen how accessible your services are?*

<https://www.nottinghamshire.gov.uk/global-content/accessibility-statement>

*Where you use a third party to supply a service can you also include in your response a copy or a link of their accessibility statement?*

Information not held.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

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 e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk).

Yours sincerely

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