

**From:** [FOI](#)  
**To:**  
**Subject:** Freedom of Information Request NCC-049658-20  
**Date:** 21 April 2021 10:55:00

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Dear

Thank you for your request for information about the use of on-line forms.

We are now able to provide the following information in response to your specific questions

1. Do you use online forms for residents to complete using a web browser?  
Yes
2. Approximately how many online forms do you have?  
Over 400
3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.  
GovService from Granicus
4. How much did you pay in the most recent financial year for the use of it?  
The details are on [Contract details \(due-north.com\)](#)
5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.  
See 3
6. How much did you pay in the most recent financial year for the use of it?  
See 3
7. Do you use in-house resources or third parties to develop your online forms?  
In house
8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?  
NA
9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?  
Various, SQL Server, Power BI

I hope that you find this information to be helpful, however if you are unhappy with the way in which your request has been handled, then please email us at [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference NCC-049658-20 and we will be happy to review your request

With kind regards

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