FOI number:        **HBC_FOI_2019044**
Date FOI Received:    **15/01/2019**
Department:        **Democratic Services**
Title:            **Systems for FOIs, DPAs, Complaints**
Description:        **Details of systems, vendors and costs used for FOI requests,
DPA requests and Complaints and time taken.**

**Request:**            *(As Redacted sent by requestor)*

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.

**Response:**            *(Response as Redacted sent by service)*

1. No systems used as have Microsoft Office operating throughout the Council.
2.
    a. N/A
    b. N/A
    c. N/A
    d. N/A
    e. N/A

3.
     a. N/A
     b. N/A
4. FOI/DPA requests
     2016: 649
     2017: 737
     2018: 919
5. N/A
6. 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.
7. N/A
8. Yes


If you have any queries about the processing of your request then please do not hesitate to contact me.  Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx

The Information Commissioner oversees the application of the Freedom of Information Act.  You may contact the Information Commissioner at:
Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire    SK9 5AF
Telephone: 01625 545700          Website:  www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services