

FOI number: **HBC\_FOI\_20190255**  
Date FOI Received: **28/03/2019**  
Department: **Information Digital Services**  
Title: **Document and Records management**  
Description: **Details of the documents and records management systems including dates for tender and paper record keeping.**

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

Dear Freedom of information team,

1, What Document / Records management system/s does the council currently use? Please include the supplier/vendor name, software product name and version number.

1.2, What is the current annual cost for the solution?

1.3, What year was the solution first purchased?

1.4 Do you use a separate document management system in any department i.e. HR or Revenues and Benefits?

1.5 When will you be re-procuring a Revenues and Benefits system?

2, Where are physical records / documents stored?

2.1 How many physical records are currently being stored either by supplier or by the council.

2.2 If out sourced with a supplier please provide start/end date and spend for 2018.

2.3 If managed in-house how much does the council spend annually on physical storage of records? Including any building and staff costs.

3, Is there any agreements or projects in place to digitise paper records?

3.1 If so, is this being done in-house or by a supplier?

3.2 If by a supplier, please provide details of who and when the contract started.

4, Can you please provide the name(s) and contact details of the member(s) of staff that would look after the above 3 points.

5, How many FOI/SAR did you receive in 2018?

5.1 Do you have a cost per FOI request that you have calculated and what is that if so?

5.2 Do you have a cost per SAR request that you have calculated and what is that if so?

Kindest regards,

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

1, What Document / Records management system/s does the council currently use? Please include the supplier/vendor name, software product name and version number.

**Hertsmere does not have a corporate DMS.**

1.2, What is the current annual cost for the solution?

**N/A**

1.3, What year was the solution first purchased?

**N/A**

1.4 Do you use a separate document management system in any department i.e. HR or Revenues and Benefits?

**Hertsmere has a number of departmental DMS embedded within back office systems, Civica Open Revenues, Advance eFinancials, Frontier Software Chris21 and Idox Uniform.**

1.5 When will you be re-procuring a Revenues and Benefits system?

**Currently Hertsmere has no plans to re-procure a Revenues and Benefits system.**

2, Where are physical records / documents stored?

**The Council offices and depots.**

2.1 How many physical records are currently being stored either by supplier or by the council.

**This information is not recorded.**

2.2 If out sourced with a supplier please provide start/end date and spend for 2018.

**Not applicable.**

2.3 If managed in-house how much does the council spend annually on physical storage of records? Including any building and staff costs.

**This information is not recorded.**

3, Is there any agreements or projects in place to digitise paper records?

**None currently**

3.1 If so, is this being done in-house or by a supplier?

**N/A**

3.2 If by a supplier, please provide details of who and when the contract started.

**N/A**

4, Can you please provide the name(s) and contact details of the member(s) of staff that would look after the above 3 points.

**Shane Kenny**

**Data Protection Officer**

[shane.kenny@hertsmere.gov.uk](mailto:shane.kenny@hertsmere.gov.uk)

**020 8207 2277**

5, How many FOI/SAR did you receive in 2018?

**FOI: 914 were recorded. This will include Environmental Information Requests and those subsequently delisted eg not an FOI/sent to wrong mailbox/business adverts.**

**SAR: 10**

5.1 Do you have a cost per FOI request that you have calculated and what is that if so?

**This information is not recorded.**

5.2 Do you have a cost per SAR request that you have calculated and what is that if so?

**This information is not recorded.**

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](http://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