

Somerset Waste Partnership reference – 2018-19 - 177
Enquiries relating to – Systems information
Date of response: 03.04.2019

Dear XXX

Freedom of Information Request – Systems Information

I am writing regarding your recent request for information from Somerset Waste Partnership, which has been dealt with under the provisions of the Freedom of Information Act 2000. Somerset Waste Partnership (SWP) is a partnership of Mendip, Sedgemoor, Somerset West and Taunton, and South Somerset District Councils, and Somerset County Council. This response covers all those partner authorities.

I confirm we hold the information you request. In response to your questions: -

Please can you provide information regarding the system or systems you utilise on the iTouchVision/ My Council Services/ Abavus provided platform. If there is more than one system you utilise then please provide details of each one, a title that is relevant to your service users is enough detail. -

- We are currently in the development/configuration phase of delivering this system pending go-live.

Customer Service Self-Service
Service Desk
Web Services Standard
Waste Module

Please list the number of council staff that use the system. - 0

The first year's costs associated with this contract to the Council, please include all payments to the provider. - £42,440.00

The last years (2018/19) costs associated with this contract, please include all payments to the provider. - £21,065.00

When the current contract expires. – September, 2019

If you have any usage statistics in terms of customer engagements for the last year, please include a headline figure of how many records were created. - 0

If you capture any satisfaction data, please include overall customer satisfaction for platform. – We do not capture this yet.

If you feel your request has not been answered in sufficient detail or if you wish to clarify the information given please contact me and I will be happy to address the issues you raise.

If you are not satisfied with the way in which your request has been dealt with, or the information you have received, you can ask for an internal review of our decision.

Please send your request to:

Lucy Wilkins
Information Governance Team
Somerset County Council
County Hall
Taunton
TA1 4DY or email informationgovernance@Somerset.gov.uk

An internal review will then be carried out and we will write to you with the results of our investigation. If you are not content with the outcome of our review, you may then apply directly to the Information Commissioner's Office (<https://ico.org.uk>) for an appeal: The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF Tel: 0303 123 1113

Please quote the reference numbers at the top of this correspondence in any future correspondence with Somerset Waste Partnership.

Yours sincerely