



# Freedom of Information Request FOI1065

## Request:

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?

Submitted on 04/04/19.

## Response:

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?

**The Authority has an in-house built Document Management system which is maintained by ICT and there is no annual cost. The system was built in 2009. There are no current plans to re-procure the Revenues and Benefits system.**

2, Where are physical records / documents stored?

**The documents are stored in an off-site Authority owner facility.**

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

**Data not held.**

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

**N/A**

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

**Data not held.**

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

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**No.**

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.

**Wendy Rochester Information Governance Manager [wendy.rochester@northtyneside.gov.uk](mailto:wendy.rochester@northtyneside.gov.uk)**

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

**This information is held by financial year only. In the year 2018/20109 the Authority received 1585 FOI/EIR/SAR requests.**

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?

**The information requested in 5.1 and 5.2 is not held.**