North Tyneside Council

Freedom of Information Request FOI2237

Request:

I am presently conducting some market research on performance and risk management systems within local authorities and wondered whether you might be able to assist us with such matters.

Would it be possible you could pass this email to relevant officer to see whether perhaps they could provide some information on this type of software. The Council would gratefully appreciate any information you could provide us with:

1. Does your authority have an integrated performance and risk management system (software solution)?
2. Is the system an internally built 'in house' system?
3. If the system is provided by an external supplier, could you please provide the company name / address/ website of the external supplier?
4. Can you please list all original setup costs and annual contract costs? (where they are not commercially sensitive)
5. How long has your authority had this system?
6. Does the system have additional integrated modules (other than performance and risk) e.g. project management, Partnership, Financial etc
7. If your performance management systems and risk systems are not integrated, could you please confirm if each system is 'in house' built or provided by an external provider (if external provider, in each case please provide the company name / address/ website of the provider)
8. Does the performance/risk system have an integrated dashboard output or external (third party) supplier dashboard output?
9. If external could you please provide the company name / address/ website of the external supplier?
10. Does the performance/risk system have an integrated reporting output or external (third party) supplier reporting output?
11. If external could you please provide the company name / address/ website of the external supplier?

Submitted on 30/01/20.

Response:

I am presently conducting some market research on performance and risk management systems within local authorities and wondered whether you might be able to assist us with such matters.

We do not use risk management IT (software system) within NTC

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