



Reference: FOI0799

**Request:**

Q1. What is the full official name of the Authority?

North Tyneside Council

North Tyneside Council is the local authority for the Metropolitan Borough of North Tyneside.

Q2. How large is the Authority in terms of population?

204,472

Q3. How large is the Authority in terms of geographical boundaries?

North Tyneside is approximately 82 square kilometres in area

Q4. How many information systems / databases does the Authority use?

103 live systems  
66 of the live systems have a database

Q4a. How many of those are stand-alone (i.e. do not interact with any other information system)?

71

Q4b. How many of those interact with at least one other system (e.g. using API calls)?

32

Q4c. Are the systems mainly centered around Residents or Properties?

Both

Q5. What services are provided to Residents by the Authority (e.g. Taxi Licensing, Waste, Education, Planning Applications, etc.)

This information is exempt from disclosure in response to this request under section 21, information reasonably accessible to the applicant by other means, of the Act as these are listed on the Council Website at [my.northtyneside.gov.uk](http://my.northtyneside.gov.uk)

Q6a. Does the Authority have an online portal for Residents?

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The council does not have a generic residents portal. There are applications for specific uses.

Q6b. If it does, what is the uptake (as a percentage) across the authority?

Not relevant

Q7. What percentage of services in Q4 are accessible to Residents online using Single Sign On (SSO) on the portal?

Not relevant

Q8. What was the Authority's annual spend for 2017-18?

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<https://my.northtyneside.gov.uk/category/455/council-finances>

Q9. What was the Authority's annual spend for 2017-18 for software licensing?

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<https://my.northtyneside.gov.uk/category/455/council-finances>

Q10. What was the Authority's annual spend for 2017-18 for payroll of employees, agency staff, and contractors?

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Q11. Does the Authority use a Customer Relationship Management (CRM) System? (if Yes answer Q12 and Q14, if No answer Q13)

Yes

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Q12. If the Authority has a CRM system:

Q12a. When did the CRM system go Live?

2010

Q12b. How long did the implementation take?

2 years

Q12c. What were the main obstacles encountered to the implementation? (See "CRM Challenges" below, please state all that apply)

Integration of different data sources into a single system  
Participation of different departments within the authority  
Integration with existing back-office applications  
Promoting Usage

Q13. If the Authority does not have a CRM system:

n/a

Q13a. Has the implementation of a CRM ever been considered?

Q13b. If Yes to Q13a., what were the reasons for not proceeding? (See "CRM Challenges" below, please state all that apply)

Q13c. Has the implementation of a CRM ever been planned or undertaken, but subsequently abandoned?

Q13d. If Yes to Q13c., what were the reasons for the failure of the project? (See "CRM Challenges" below, please state all that apply)

Q14. Are the IT systems centred primarily around Residents or Properties?

Both

CRM Challenges

Integration of different data sources into a single system  
Training users to effectively use the solution  
Participation of different departments within the authority  
Integration with existing back-office applications  
Promoting Usage  
Funding  
Other (please specify)