

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

**Details of existing schemes or trials implemented by the Council in the last twelve months (September 2011 to date) that use SMART technology, such as smartcards, Near Field Communication smartphones or other forms of smart technology. This includes (but not limited to) cashless catering, using cards as payment for travel, parking or leisure. Or as I.D. for example Library access, social care (recording visits and times from staff) or providing other benefits to which the holder may be entitled.**

We have introduced a remote door management system for community centres.

We are currently trialling Smart Printing. Follow me printing requiring a token to obtain prints from any printer.

**If you have provisioned Smart services or are looking to do so in the next twelve months how influential have budget constraints been on the decision to go smart?**

Not applicable

**If you have delayed plans for investment in SMART Technology what were the key factors in doing so?**

No projects have been delayed.

**Have you undertaken any feasibility studies into the use of SMART Technology and if so, what areas did you consider and what was the conclusion? What prompted these studies?**

No.

**If you are looking to provision smart services would you expect to:**

- Do so through the in-house team?
- Look to an external consultant for advice?
- Use an outside supplier from the UK?
- Use an outside supplier based overseas?

All options would be considered depending on the project requirements.

**If smart services have been provisioned:**

**If you have implemented a smart scheme, have you measured the cost savings you have achieved and what were they?**

Existing schemes have been in place for many years and therefore, cost saving data is not available. This letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held.

**Have the benefits been as expected, better or worse?**

Not applicable

**Details of any Council services that have been added to the existing English National Concessionary Travel Scheme (ENCTS) For example, can your local bus pass be used to access leisure centres or libraries?**

None

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [info-requests@leicester.gov.uk](mailto:info-requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**

**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.