

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:

I am writing to find out if you use either Civica or Northgate software within your organisation and if so which software?

ANSWER:

We use both Civica and Northgate software within Leicester City Council. Please see table below with the contracts that we have:

Civica Contracts	Title
Civica's APP System (Flare)	FLARE Licence and Support - Anti Social Behaviour NB - This has been terminated and will cease on 31st March 2014 to be used further
Civica Fleetplan Licence support and maintenance	Fleetplan licence & support
Civica PTC Consolidation Open Revenues & Benefits IT System	PTC Scheduler software & maintenance
Software Licence and Support for Open Revenues Product	OPEN Revenues System

Northgate	Title
Northgate Resource Link	ResourceLink (HR Payroll)
Northgate - Housing	Open Housing – We are currently implementing it with a go live date of Autumn 2014.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the

information please contact the Information Governance Manager using the details below.

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: FOIA@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

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.