

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:

Please can you provide me with the following information;-

for each of the areas shown below - can you provide

1: Method of Service Provision e.g. In-house, Outsourced, Mixed

2: If not in-house the name of the provider(s)

3: The name of the solution(s)

4: The cost for each activity

Our response:

ICT

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - N/A

4: The cost for each activity - £7,633,400 p.a.

Data and voice Network and Support

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - N/A

4: The cost for each activity - £1,745,400 p.a.

Hardware and support

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - N/A

4: The cost for each activity - £2,998,400 p.a.

Applications and Support

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - N/A

4: The cost for each activity - £2,010,600 p.a.

Management Accounting

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - Agresso RMS

4: The cost for each activity - £57,000 p.a.

Risk Insurance

1: Method of Service Provision - In-house

2: If not in-house the name of the provider - N/A

3: The name of the solution - LACHS from JC Applications Development

4: The cost for each activity - £3,600 p.a.

Internal Audit

1: Method of Service Provision - In-house

- 2: If not in-house the name of the provider – N/A
- 3: The name of the solution - PAWS from Pentana, Retain and IDEA
- 4: The cost for each activity - £6,800 p.a.

Transactional HR System(s)

- 1: Method of Service Provision - Outsourced
- 2: If not in-house the name of the provider - Northgate
- 3: The name of the solution - Resourcelink
- 4: The cost for each activity - Included below

Payroll System(s)

- 1: Method of Service Provision - Outsourced
- 2: If not in-house the name of the provider - Northgate
- 3: The name of the solution - Resourcelink
- 4: The cost for each activity - £283,400 p.a.

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

Head of Information Governance
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 Head of Information Governance before contacting the Commissioner.

Yours sincerely

Lynn Wyeth

Head of Information Governance