

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:

1. Please provide a copy of your Service Catalogue showing the services your LA provides to Schools and Academies. If you do not have a catalogue please provide a list of services with a brief description of each. In both instances please provide the prices charged for each service, how this is billed (i.e. monthly, annually).

Please find attached a copy of the Traded Services Brochure detailing the services provided for Schools and Academies. The prices charged and details of bespoke training have been redacted as the following exemption has been applied:

S43 Commercial Interests

Under s43(2), information is exempt if its disclosure would, or would be likely to, prejudice commercial interests of any person (including the public authority holding it). S43 is a qualified exemption and we are obliged to apply the public interest test. We have come to the decision that it is not in the public interest to release the information at this time.

2. Please provide minutes of the last 6 team meetings of the relevant support/management teams who are responsible for the services provided to Schools and Academies.

Team meetings are not minuted; therefore, the Council does not hold this information. 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 by Leicester City Council.

3. Please provide the previous 6 newsletters/communications sent to Schools/Academies in your county from an ICT prospective.

The eLearning Team has been providing a service to schools since April 2011. 4 newsletters have been sent so far; please find attached, plus a further 6 newsletters sent by the EDISS team.

4. Please provide a list of Schools/Academies that you are aware have chosen to move to third party managed services (i.e network connection /management, e-mail hosting) over the LA offering and the reason for change.

None. Leicester City Council schools are part of an embc (East Midlands Broadband Consortium) managed service until October 31st 2012

5. Please provide a list of Schools/Academies in your county containing the services they have subscribed to that your LA provides, which MIS system they use and if this is hosted at the school or at the LA.

Please see list below of all LA Maintained schools. All of these schools use SIMS as their MIS and all subscribe to EDISS for their SIMS support. SIMS is hosted at the individual schools in all cases.

PRIMARY
Abbey
Alderman Richard Hallam
Avenue
Barley Croft
Beaumont Lodge
Belgrave St. Peters
Braunstone CPS
Braunstone Frith Infant
Braunstone Frith Junior
Bridge Junior
Buswells Lodge
Caldecote Primary
Catherine Infant
Catherine Junior
Charnwood
Christ The King Catholic
Coleman
Dovelands
Evington Valley
Eyres Monsell
Folville Junior
Forest Lodge
Fosse
Glebelands
Granby
Green Lane Infant
Hazel
Heatherbrook
Herrick
Highfields
Holy Cross Catholic
Hope Hamilton
Humberstone Infant

Humberstone Junior
Imperial Avenue Infant
Inglehurst Infant
Inglehurst Junior
Kestrels' Field
King Richard III Infant
Knighton Fields
Linden
Marriott
Mayflower
Medway
Mellor
Merrydale Infant
Merrydale Junior
Montrose
Mowmacre Hill
Northfield House
Overdale Infant
Overdale Junior
Parks Primary
Queensmead
Rolleston
Rowlatts Hill
Rushey Mead Primary
Sacred Heart Catholic
Sandfield Close
Scraptoft Valley
Shaftesbury Junior
Shenton
Slater
Sparkenhoe
Spinney Hill
St. Barnabas
St. John the Baptist
St. Joseph's Catholic
St. Mary's Fields Infant
St. Patrick's R.C.
St. Thomas More R.C.
Stokes Wood
Taylor
Thurnby Lodge
Uplands Infant
Uplands Junior

Whitehall
Willowbrook
Wolsey House
Woodstock
Wyvern
SECONDARY
Babington C.C.
Beaumont Leys
City of Leicester
Crown Hills
English Martyrs
Fullhurst
Hamilton
Judgemeadow
Lancaster
Madani
Moat
New College
Rushey Mead Secondary
Sir Jonathan North
Soar Valley
St. Pauls R.C.
SPECIAL
Ashfield
Ellesmere
Keyham Lodge
Childrens Hospital School
Millgate Centre
Nether Hall
Oaklands
West Gate
PRUs
Primary PRU
Secondary Behaviour Support Service

6. If you provide network connections to Schools/Academies in you county please provide a brief description of what is provided, the type of circuit, the average bandwidth (i.e 2Mb for Primary Schools 10Mb for Secondary Schools) and the cost to provide these circuits.

Leicester City Council does not provide network connections to schools. This service is provided by embc, East Midlands Broadband Consortium.

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7. Please provide statistics/graphs from any monitoring systems showing the stability (i.e. up/downtimes) of services provided to Schools/Academies including network bandwidth per school.

Please find attached an extract from the January service review report regarding performance of services. Leicester City Council does not hold monitoring statistics for the service provided to schools. This information is held by embc, please contact embc directly:
http://www.embc.uk.com/about_us/Pages/default.aspx

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8. Please provide a copy of any negative feedback (i.e complaint) received about any ICT service from Schools/Academies in the past 6 months.

None received by the eLearning Team or the EDISS service in the past 6 months.

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

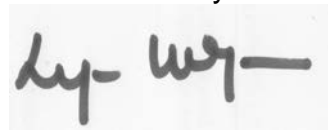
Wilmslow SK9 5AF

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.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', is written on a light-colored rectangular background.

Lynn Wyeth

Information Governance Manager