

## **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:**

**With the current target of 100% of users being placed on personal budgets arriving in 2013, I would like to know where your local authority is with the personalisation agenda?**

**1. Are you currently using an on line resource directory, if so who is supplying this service? How much is this costing your council? How long is the contract with the supplier and when is it due to end?**

No, we are in the process of developing an in house community service directory which will be a web based service on our Council server.

**2. Are you currently using an on line Resource allocation system (RAS), if so who is supplying this service? How much is this costing your council? How long is the contract with the supplier and when is it due to end?**

We are not currently using an online Resource Allocation System. In terms of the supplementary question which asks about how we provide this information to citizens, details of the Resource Allocation System are shared with customers during the face-to-face assessment.

**3. Are you currently using an e-market place solution, if so who is supplying this service? How much is this costing your council? How long is the contract with the supplier and when is it due to end?**

**How are your council currently providing access to this information (Q1,2,3) to your citizens? Are you currently using a front end solution i.e. citizen portal, if so who is supplying this service? How much is this costing your council? How long is the contract with the supplier and when is it due to end?**

We are using an e-market place solution; System Associates is providing the e-market place solution. This was a jointly funded project by Regional Improvement & Efficiency Partnership (REIP). The capital cost of the software solution was covered by REIP.

The cost of providing the e-marketplace hosted solution for both City & County Council (includes Support and maintenance for year 1) was £158,992. This cost was fully covered by REIP funding.

Leicester City Council Year 2 + 3 support and maintenance cost per year are £21,732.48

The original contract is for 3 years ending April 2014 with ability to extend the contract up to a further 2 years ending April 2016.

We are not currently providing a citizen portal

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](mailto: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**

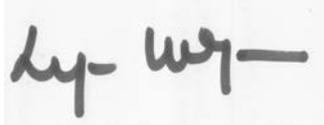
**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](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.

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**