



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 02 July 2020

FREEDOM OF INFORMATION REQUEST 1185

I write further to your email dated 15 February 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images) is digitalised?
 - *76-99%*
2. Does your local authority use a content services (document management) solution to store and manage this information?
 - *Yes, we have done this since 2019 or earlier*
3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?
 - *Yes, we have done this since 2019 or earlier*
4. Does your local authority use a content services (document management) solution to enable staff to access this information when working remotely?
 - *Yes, we have done this since 2019 or earlier*
5. Does your local authority currently offer your local citizens online access to their own records?
 - *Yes, they can access at least some of their own digital records online*

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries

I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer