



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

Date: 29 March 2021

FREEDOM OF INFORMATION REQUEST 1545

I write further to your email dated 18 March 2021.

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. Do you use online forms for residents to complete using a web browser?
Yes.
2. Approximately how many online forms do you have?
101.
3. What 3rd party or in-house software do you use to develop your online forms. This may be different from the software used to publish your website.
Granicus (formally known as Firmstep).
4. How much did you pay in the most recent financial year for the use of it?
£14,257.85.
5. What 3rd party or in-house software do you use to publish your online form? This may be different from the software used to publish your website.
Granicus (formally known as Firmstep).
6. How much did you pay in the most recent financial year for the use of it?
This is included in the above price.
7. Do you use in-house resources or third parties to develop your online forms?
In-house resources.
8. When are your contracts for 3rd party forms development and/or forms publishing software due for renewal?
January 2022.
9. Do you carry out data analysis on your online forms? If so, what product do you use for the analysis?
Excel and Power BI.

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.

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.

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

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