**FOI Reference Number**: FOI/456/1819

**Date**: 21/01/2019

**Request:**

1.      Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling.

2.      Please provide the name of the vendor and country or origin of the software.

a.      Name of the system(s) where there is a brand name that differs from the company name.

b.      Do you use system(s) that are internally developed and maintained by your development staff rather than purchased?

c.      Amount paid approximately (split into a. set up and b. ongoing costs)

d.      Date of end of contract with the present supplier(s).

e.      Is the system running in house on your servers or is it provided SaaS ("Software as a Service" i.e. hosted externally on a supplier's servers)

3.      What did you pay for system(s)?

a.      Set up

b.      Ongoing (please state if per year or per month)

4.      How many requests did you receive in each of 2016, 2017 & 2018

5.      What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?

6.      How long does it take  (officer/manager hours) to log a request and inform the relevant officers that they must respond?  (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)

a.      Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the

tasks to the officers concerned with pre configured auto emails going out to them.

b.      About an hour - as above, but done manually.

c.      Some other length of time - if so what and why is it so long/short, etc.

7.      Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?

8.      Can you use the same system for all your complaints and other citizen and internal and external enquiries.

**Response**:

Thank you for your information request which Mid and East Antrim Borough Council received on 15/01/2019.

Please find below in red Mid and East Antrim Borough Council's response to the information you requested in relation to the Council's FOI system.

1.      Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling.

Mid and East Antrim Borough Council does not use a software system.

2.      Please provide the name of the vendor and country or origin of the software. N/A

a.      Name of the system(s) where there is a brand name that differs from the company name. N/A

b.      Do you use system(s) that are internally developed and maintained by your development staff rather than purchased? YES

c.      Amount paid approximately (split into a. set up and b. ongoing costs)

Not held

d.      Date of end of contract with the present supplier(s). N/A

e.      Is the system running in house on your servers or is it provided SaaS ("Software as a Service" i.e. hosted externally on a supplier's servers)

The system is on our servers.

3.      What did you pay for system(s)? Not held

a.      Set up. Not Held

b.      Ongoing (please state if per year or per month) Not held

4.  How many requests did you receive in each of 2016, 2017 & 2018

    Requests received in 2016 - 393

    Requests received in 2017 - 498

    Requests received in 2018 - 563

5.  What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?

    https://www.midandeastantrim.gov.uk/council/policies-and-documents/policies/foi/foi-archive/foi-november-2018

6.  How long does it take  (officer/manager hours) to log a request and inform the relevant officers that they must respond?  (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)

    Not held

a.  Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the tasks to the officers concerned with pre configured auto emails going out to them. Not held

b.  About an hour - as above, but done manually. Not held

c.  Some other length of time - if so what and why is it so long/short, etc.

    Not held

7.  Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?    Updated mannually

8.  Can you use the same system for all your complaints and other citizen and internal and external enquiries. Yes

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/456/1819 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at https://www.midandeastantrim.gov.uk/.

If we publish our response to your request, your personal data will be removed to protect your privacy.