

**My Ref:** IG-2456  
**Your Ref:**  
**Contact:** Ravi Nagra-Kumar  
**Email:** information.governance@nottinghamcity.gov.uk



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Requester

At contact address specified for request number above

15 July 2013

Dear Requester

### **Re: Your request for information**

I write in response to your correspondence dated 13 June 2013. Please accept my sincere apologies for the delay in responding to your request.

As the information you requested is not personal or environmental it has been processed in accordance with the Freedom of Information Act 2000 (FoIA).

I have investigated your request and the answers to your questions are as follows.

1. Do you use a Case Management system within your Legal Services team?
2. If so, how many staff are licensed to use this?
3. What is the name of the product?
4. Who is the supplier?
5. What is the start date of your contract?
6. How long is your contract term?
7. How much did you pay for the system?
8. How much do you pay for the annual support?

We do not have a case management system, therefore in accordance with section one of this act we can not provide this information as it is not held by this authority.

If you are not satisfied with the response provided or any exemptions applied you should write in the first instance to **Steve Harrison (Interim Manager), Information Governance, 1<sup>st</sup> Floor, Loxley House, Station Street, Nottingham, NG2 3NG** stating the reasons for your dissatisfaction.

If you remain dissatisfied after receiving the response to your initial complaint you can request an independent review from the Information Commissioner's Office at **FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF**. You may also contact the Information Commissioner's Office by telephone on 01625 545745 or by email at [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk).



Yours sincerely,

Ravi Nagra-Kumar  
**Information Governance Officer**  
Information Governance  
Development