

Tuesday 16th April 2019

Mr Richard Brock
request-564660-
d637dfae@whatdotheyknow.com

Information Governance Team
Corporate Services & Digital
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Our ref: RFI ENQ10992-REQ001

Dear Mr Brock,

Freedom of Information Request – ENQ10992-REQ001 - Capita SIMS license and Capita SIMS Support for schools within the authority

Thank you for your request for information dated 27/03/2019 in which you asked for the following information:

- (1) Does your authority currently procure a Capita SIMS license on behalf of the state maintained schools within your authority?*
- (2) If a local authority Capita SIMS license has been procured for use by state maintained schools within your authority, when does the term of this contract end?*
- (3) Does your authority employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS and if so how many FTE staff members?*
- (4) If your authority does employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS, which directorate do they belong to, what is their team name and what is the job title of the manager ultimately responsible for delivery of this service?*
- (5) If your authority does provide Capita SIMS support to your local schools can you advise how many schools you do provide telephone help desk support for in the period April 2018 to March 2019, broken down as follows:*

- number of state maintained primary schools*
- number of academy primary schools*
- number of state maintained secondary schools*
- number of academy secondary schools*

Under the Freedom of Information Act 2000 ('the Act') The Council is obliged to:

- Let you know whether we hold the information you have requested
- Provide you with the requested information, if held, (subject to any exemptions under the Act which may apply).

I can confirm that Wiltshire Council holds some of the information you have requested. The information you requested is as follows;

(1) Does your authority currently procure a Capita SIMS license on behalf of the state maintained schools within your authority? **Yes.**

(2) If a local authority Capita SIMS license has been procured for use by state maintained schools within your authority, when does the term of this contract end? **March 2020.**

(3) Does your authority employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS and if so how many FTE staff members? **No.**

(4) If your authority does employ dedicated staff to provide telephone based 'help desk' support for your local schools using Capita SIMS, which directorate do they belong to, what is their team name and what is the job title of the manager ultimately responsible for delivery of this service? **No information held.**

(5) If your authority does provide Capita SIMS support to your local schools can you advise how many schools you do provide telephone help desk support for in the period April 2018 to March 2019, broken down as follows: **No information held.**

- number of state maintained primary schools
- number of academy primary schools
- number of state maintained secondary schools
- number of academy secondary schools

Information supplied under the Act may be subject to copyright protection under the Copyright, Designs and Patents Act 1988. You can use the information provided in response to your request under the terms of the [Open Government Licence](#).

If you are dissatisfied with the above response you have a right to request a review of your request for information. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

Jenny Dando

Senior Information Governance Officer
Email: FOI@wiltshire.gov.uk

Freedom of Information Complaints & Review Procedure

Any person who has requested information from Wiltshire Council, which has been dealt with under the Freedom of Information Act is entitled to complain and request an internal review of their request for information if they are dissatisfied with the response they have received.

Requests for review of Freedom of Information requests must be made in writing (includes email) to:

Freedom of Information Lead
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Email FOI@wiltshire.gov.uk

Please include the reference number, date of your request and details of why the review is being requested. Requests for review should be brought to the attention of the Freedom of Information Lead within 40 calendar days of the response to the original request.

Any request for review will be acknowledged in writing confirming the reasons for the review. The Freedom of Information Lead will allocate the review to someone who is independent of the original decision. The person conducting the review will set a target date for a response with the intention to complete the review within 20 working days. In more complex cases the review may take up to 40 working days.

The reviewer will conduct a full review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account any matters raised by the requestor.

On completion of the review the reviewer will reply to the requestor with the result of the review. If the requestor is still dissatisfied following the review they should contact the Information Commissioner to appeal the decision. The Information Commissioner can be contacted using the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)
01625 545 745 (national rate)

Email: casework@ico.org.uk