

Date: 25<sup>th</sup> August 2011  
Our ref: FOI.11.10643

Mr D McKee  
[request-76036-c7cf6e86@whatdotheyknow.com](mailto:request-76036-c7cf6e86@whatdotheyknow.com)

Dear Mr McKee,

### **Freedom of Information Request**

I refer to your Freedom of Information Request received on 16<sup>th</sup> June 2011, we apologise for the delay in providing you with this information. Your request asked for the following information:

#### Your Request

1. I would like to know what CRM (Customer Relationship Management) system the council is using.
2. If the council is about to change their CRM system, I would like to know what both the current system and the new system are.
3. In the event of multiple systems being used, I would be most interested in the one where issues such as potholes, graffiti, fly tipping and broken streetlights would be logged.

#### Council's Response

1. The Council uses a CRM system developed by the in-house team.
2. There are no plans to change the CRM system.
3. Multiple systems are not used.

I trust this information is of assistance to you.

#### Copyright Procedure

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use this information for your own purposes, including any non-commercial research you are doing and news reporting. Any other re-use of this information, for example commercial publication requires the permission of the Council as the Copyright holder. All re-use requests will be treated under the Re-Use of Public Information Regulation 2006.

### Internal Review Procedure

If you are dissatisfied with the handling of this enquiry you can invoke the Council's internal review procedures to ask for an independent review of your request. All such requests must be sent to us within 4 weeks and must clearly state in writing your reference number and your reasons for your request for Internal Review.

The Information Governance Team can be contacted at the following address:  
Information Governance Team, Town Hall and Civic Buildings, Westoe Road, South Shields, Tyne and Wear, NE33 2RL.

### Information Commissioner's Office (ICO)

Should you remain dissatisfied with the final outcome of the appeal process you can write to the Information Commissioner to ask for an independent review. The Information Commissioner is the Government's Independent Body responsible for overseeing the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

Please do note the ICO will only review cases that have exhausted the Council's internal review procedures. All correspondence to the ICO must quote the Council's reference number and your reasons for your appeal.

The ICO's contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. More information can be found on the ICO's website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk).

If you have any further queries about this matter then please do not hesitate to contact us.

Yours sincerely

**Beverley Shy**  
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**Information Governance**

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