



**Brighton & Hove City Council**  
4th Floor Bartholomew House  
Bartholomew Square  
Brighton  
BN1 1JE

Gc Baptiste

FOI Reference: 3085265

Direct Dial: 01273 295959

Email: foicasex@xxxx.xxxxhton-hove.gov.uk

Date: 29 April 2019

Your reference:request-551400-f5c6c8d2@whatdotheyknow.com

Dear Sir/Madam

### **Freedom of Information Act 2000**

Please find our response to your Freedom of Information request below. We apologise for the delay in supplying this information.

#### ***Q1. What is the full official name of the Authority?***

Brighton & Hove City Council

#### ***Q2. How large is the Authority in terms of population?***

This information is exempt under Sec 21 (1) as the information is reasonably available by other means. The information can be accessed at

<https://www.brighton-hove.gov.uk/content/community-and-life-events/census-2011>

#### ***Q3. How large is the Authority in terms of geographical boundaries?***

This information is exempt under Sec 21 (1) as the information is reasonably available by other means. The information can be accessed at

<https://www.brighton-hove.gov.uk/content/community-and-life-events/census-2011>

#### ***Q4. How many information systems / databases does the Authority use?***

There are 102 "Line of Business systems". This excludes smaller desktop applications and forms. At last count there were 406 production, dev & test databases.

##### ***Q4a. How many of those are stand-alone (i.e. do not interact with any other information system)?***

43 of the applications were considered to be "standalone."

##### ***Q4b. How many of those interact with at least one other system (e.g. using API calls)?***

59 applications integrated with 1 or more other systems.

##### ***Q4c. Are the systems mainly centred around Residents or Properties?***

The majority of LoB systems are centred around Residents.

**Q5. What services are provided to Residents by the Authority (e.g. Taxi Licensing, Waste, Education, Planning Applications, etc.)**

This information is exempt under Sec 21 (1) as the information is reasonably available by other means. The information can be accessed at

<https://new.brighton-hove.gov.uk/>

**Q6a. Does the Authority have an online portal for Residents?**

Currently, no. There are individual customer logins for some services.

**Q6b. If it does, what is the uptake (as a percentage) across the authority?**

N/A

**Q7. What percentage of services in Q4 are accessible to Residents online using Single Sign On (SSO) on the portal?**

None currently

**Q8. What was the Authority's annual spend for 2017-18?**

This information is exempt under Sec 21 (1) as the information is reasonably available by other means. The information can be accessed at

<https://www.brighton-hove.gov.uk/content/council-and-democracy/council-finance/statement-accounts>

**Q9. What was the Authority's annual spend for 2017-18 for software licensing?**

£2.249 million

**Q10. What was the Authority's annual spend for 2017-18 for payroll of employees, agency staff, and contractors?**

This information is exempt under Sec 21 (1) as the information is reasonably available by other means. The information can be accessed at

<https://www.brighton-hove.gov.uk/content/council-and-democracy/council-finance/statement-accounts>

**Q11. Does the Authority use a Customer Relationship Management (CRM) System?**

There is limited CRM functionality (i.e. contact management) within the Firmstep Achieve platform – however, this platform is due to be decommissioned by the end of 2019 (this has not yet been confirmed)

**(if Yes answer Q12 and Q14, if No answer Q13)**

Q12. If the Authority has a CRM system:

Q12a. When did the CRM system go Live?

Q12b. How long did the implementation take?

Q12c. What were the main obstacles encountered to the implementation? (See "CRM Challenges" below, please state all that apply) Q13. If the Authority does not have a CRM system:

**Q13a. Has the implementation of a CRM ever been considered?**

Yes. The Achieve platform was originally envisaged as an organisation-wide CRM but, prior to drawing up plans, it was deemed to be insufficient to meet customer needs.

**Q13b. If Yes to Q13a., what were the reasons for not proceeding? (See "CRM Challenges" below, please state all that apply)**

Lack of an approved business case showing cashable/non-cashable savings.

**Q13c. Has the implementation of a CRM ever been planned or undertaken, but subsequently abandoned?**

No

**Q13d. If Yes to Q13c., what were the reasons for the failure of the project? (See "CRM Challenges" below, please state all that apply)**

N/A

**Q14. Are the IT systems centred primarily around Residents or Properties?**

Some of our systems contain resident records, others contain property records, some contain both, and some contain neither.

Please quote the reference number 3085265 in any future communications.

If you are dissatisfied with the handling 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 request, as per ICO Guidance <https://ico.org.uk/your-data-matters/official-information/> and should be addressed to:

[foicases@mail.brighton-hove.gov.uk](mailto:foicases@mail.brighton-hove.gov.uk)

or by post to;

Information Governance Team  
Brighton & Hove City Council  
4th Floor, Bartholomew House  
Bartholomew Square  
Brighton  
BN1 1JE

If you are still dissatisfied with the Council's response after the Internal Review you have a right of appeal to the Information Commissioner at:

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

Telephone: 01625 545 700

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

We will now close your request as of this date.

Yours faithfully

Information Governance Officer