Cotswold District Council

Annex A – Freedom of Information: Reference FOI 19129

Your FOI Questions regarding our **Customer Relationship Management** are completed below:

No	FOI Information	FOI Response
1	What is the full official name of the Authority?	Cotswold District Council
2	How large is the Authority in terms of population?	Approximately 83,000
3	How large is the Authority in terms of geographical boundaries?	Approximately 450 square miles Detailed information about Cotswold District can be found on our website at https://www.cotswold.gov.uk/about-the-council/information-data/guide-to-the-council/cotswold-factfile/
4	How many information systems / databases does the Authority use?	Between 5 and 10
4a	How many of those are stand-alone (i.e. do not interact with any other information system)?	All stand-alone
4b	How many of those interact with at least one other system (e.g. using API calls)?	Not applicable
4c	Are the systems mainly centered around Residents or Properties?	Residents
5	What services are provided to Residents by the Authority (e.g. Taxi Licensing, Waste, Education, Planning Applications, etc.)	The Council provides Waste Management Planning and Building Council Taxation Leisure Housing Environment Communities Below is a link to more information about our services https://www.cotswold.gov.uk/residents/
6a	Does the Authority have an online portal for Residents?	Yes
6b	If it does, what is the uptake (as a percentage) across the authority?	We do not have this analytic at present.
7	What percentage of services in Q5 are accessible to Residents online using Single Sign On (SSO) on the portal?	Not applicable, there is no SSO
8	What was the Authority's annual spend for 2017-18?	A copy of the Authority's audited financial statements for 2017/2018 can be found at https://www.cotswold.gov.uk/about-the-council/information-data/finance-expenditure/
9	What was the Authority's annual spend for 2017-18 for software	Approximately £250,000

	licensing?	
10	What was the Authority's annual spend for 2017-18 for payroll of employees, agency staff, and contractors?	A copy of the Authority's audited financial statements for 2017/2018 can be found at https://www.cotswold.gov.uk/about-the-council/information-data/finance-expenditure/
11	Does the Authority use a Customer Relationship Management (CRM) System?	Yes
(if Yes answer Q12 and Q14, if No answer Q13)		
12	If the Authority has a CRM system:	
12a	When did the CRM system go Live?	2010
12b	How long did the implementation take?	Approximately six months
12c	What were the main obstacles encountered to the implementation? (See "CRM Challenges" below, please state all that apply)	All
13	If the Authority does not have a CRM system:	Not applicable as the Authority uses a CRM system
13a	Has the implementation of a CRM ever been considered?	Not applicable as the Authority uses a CRM system
13b	If Yes to Q13a., what were the reasons for not proceeding? (See "CRM Challenges" below, please state all that apply)	Not applicable as the Authority uses a CRM system
13c	Has the implementation of a CRM ever been planned or undertaken, but subsequently abandoned?	Not applicable as the Authority uses a CRM system
13d	If Yes to Q13c., what were the reasons for the failure of the project? (See "CRM Challenges" below, please state all that apply)	Not applicable as the Authority uses a CRM system
14	Are the IT systems centred primarily around Residents or Properties?	Residents

CRM Challenges
Integration of different data sources into a single system
Training users to effectively use the solution
Participation of different departments within the authority
Integration with existing back-office applications
Promoting Usage
Funding
Other (please specify)