

Mr Daniel Stonard

PAUL JOHNSON
DIRECTOR OF RESOURCES &
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Our Ref: 3701496

Please ask for: Alison McCallum
Date: 14 August 2018

Dear Mr Stonard

Freedom of Information Act 2000

I am writing in response to your request for information which we received on 3 August 2018. Please find details of our responses below.

Dear Solihull Metropolitan Borough Council,

1: Does the council have a dedicated on-site scanning team for paper records?
No there is no council-wide approach

a: If so, how many FTE are within the team?
n/a

b: What volumes are the team scanning on a daily/weekly/monthly/annual basis?
n/a

c: Are the team scanning legacy records or day forward, or both?
n/a

d: what hardware & software is used by the team?
n/a

e: Is the hardware leased, rented or was it purchased outright?
n/a

f: Who is responsible within the council for the procurement of hardware and software? Please supply contact details.
ICT has responsibility through tendering and other procurement processes. The main contact is Paul Langham, Assistant Director - Business Systems –

2: If the council does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

Yes, for legacy documents.

a: If so, who is this contract with?

MISL

c: What is the value of the contract?

Call off contract so no overall value stated; however this is estimated at £80,000 for 4 years.

d: When is the contract due for renewal?

30 June 2019 with a 12 month extension available to 30 June 2020.

3: Does the council have on-site facilities to store paper records?

Yes

a: If so, how many FTE manage the facility?

We have two filing clerks: one full-time (37 hours per week), one part-time (20 hours per week).

b: What is the cost to the council monthly/annually? Include real-estate, FTE, systems and transport. Information not held. Expenditure includes salary and on-costs only.

4: Does the council have contract(s) for off-site storage?

a: If so, who is the contract with?

Deepstore

A1: What is the annual cost of off-site storage for the council?

In 2017/18 – it was £25,966.92. This includes on-demand scanning costs.

b: Does the contract include scan on demand or digitising services?

This is ad hoc

c: If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

Information not held.

d: What is the annual cost for outsourced scanning ' either on-demand or scheduled?

For on-demand costs, please see 2A1 above.

Scheduled costs to date, since the start of the contract in July 2016 = £61,200.24

5: Are there departments within the council that scan their own documents locally?

Yes

a: If so, what hardware and software is used to manage this?

Partial use by Children's Services and Adult Social Care – PaperLite using corporate MFD scanner contract with Annodata

Planning – IDox – using generic A3 flatbed scanner

Income & Awards – OpenText RKYV with generic scanners

b: Are volumes captured? If so, what are they?

No

c:What types of documents are scanned?

Planning applications, client records for children and adults, and documentation received in relation to council tax and business rates, housing benefit claimants and sundry income customers.

6: Who in the council is responsible for records / document management programmes/systems?

A: Please provide contact details

Dawn Waller - Corporate Records Manager - xxxxxxxxxx@xxxxxxxxx.xxx.xx

7: Who in the council manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers?

A: Please provide contact details

MISL – Dawn Waller

Hardware (Annodata contract) – Alyson Glenn - ICT Service Delivery Manager - xxxxxx@xxxxxxxxx.xxx.xx

I hope this information is of interest and assistance. If however you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the following address or reply to the email to which this letter is attached:

Corporate Information Governance Manager
Resources Directorate
ICT and Information Governance
Council House, Manor Square
Solihull, West Midlands
B91 3QB

Your request for an internal review should be submitted to us within 40 days of receipt by you of this response. Any requests received after this time will be considered at the discretion of the Corporate Information Governance Manager.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO will not make a decision until you have exhausted the complaints procedure provided by the council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate). Website: www.ico.org.uk.

I will now close your request as of this date.

Yours sincerely

Alison McCallum
Performance Support Officer
Corporate Performance, Policy and Information