



Mr V Prasad

Reply via: [request-689136-
d819d313@whatdotheyknow.com](mailto:request-689136-d819d313@whatdotheyknow.com)

01th December 2020

Our ref: **FOI/CORP/3187**

Dear Mr Prasad,

Freedom of Information Act Request: School Software Support

Thank you for your email of 13th September 2020 requesting information about the Councils IT support service for schools within the area and the associated contracts with 3rd party providers.

Please see the response to your enquiry outlined below.

1. Do you provide traded services to schools in your area, or do you contract this out to another party that is outside the local authority? If so, to which?

The Council provides some traded services to schools in the area and does not sub-contract out to third parties. However, some schools do procure some services directly from third parties.

Details of the services offered are publically available via My School Services (<http://www.myschoolservices.co.uk/Services>).

2. Which school MIS (management information systems) providers do you hold support contracts or accreditations with, and for each MIS provider:
 - a. What is the nature of the current arrangement (a paid contract, an unpaid accreditation)?
 - b. b) When did the current arrangement begin and when it will finish (including any extensions)?
 - c. c) If a paid contract, under what basis did you procure it (e.g. directly, through a framework, via OJEU procurement, other)?

The Councils Schools ICT Support Service are a Local SIMS Support Unit with Capita ES. Support is not currently provided for other MIS systems.

For the relevant contract information, please refer to the Council's Contracts Register, which is publically available via The Chest, the North West's Local Authority Procurement Portal. This is accessible via <https://www.the-chest.org.uk/>.

3. How many schools do you provide MIS support services to, and:
- a. How does this break down by Primary Academies, Primary Maintained, Secondary Academies, Secondary Maintained, Other (incl. PRUs, SENS)?
 - b. b) How does this break down by MIS provider?
 - c. c) How has this total changed between 2018/19, 2019/20 and this year (say as at June 1st 2018 vs. June 1st 2019 vs. June 1st 2020, or any similar convenient dates)?

Please see the response below.

4. As part of your support to schools for each of these MIS providers, which of the following activities do you carry out (I am interested in whether the activities differ between MIS providers):
- a. 1st line support
 - b. 2nd line support
 - c. 3rd line support
 - d. Implementations
 - e. Data audits / cleansing
 - f. Regulatory / census submissions
 - g. Server management
 - h. Main data hosting
 - i. Data backup
 - j. User training
 - k. Provide templates / configuration
 - l. Analysis of data / insight services
 - m. Resale of the software to schools (on a commission basis)
 - n. Hosting or arranging local user group meetings / events

Details of the services currently offered in respect of the supported MIS are publically available via My School Services (<http://www.myschoolservices.co.uk/Services/1086>).

5. What was your total traded services income from schools (for all services) in 2018/19 and 2019/20?
6. What was your total traded service income for providing schools with MIS support for 2018/19 and 2019/20?

In respect of questions 3, 5 and 6 the Council will not, in this instance, provide the information that you have requested due to the reasons outlined below:

Detailed Financial/Pricing Information

We consider that details of our income and costs/pricing information relating to our service provision to be commercially sensitive and that the disclosure of this information could be prejudicial and harmful to the Councils ability to compete in a competitive commercial environment. Therefore we intend to withhold the disclosure of this information under

Section 43 of the Freedom of Information Act FOIA, which relates to trade secrets and commercially sensitive information.

Operational Information

We consider that the disclosure of detailed information relating to our actual service offering could be prejudicial. Therefore we wish to withhold the disclosure of this information under Section 43 of the FOIA, which relates to trade secret and commercially sensitive information. The Council has invested significantly in the development of a unique service offering for our Schools - the disclosure of this acutely sensitive information could have a negative effect on the organisation, particularly its ability to compete in a competitive commercial environment.

7. What is the current amount of de-delegated funding that you levy on LA-maintained schools (either in total, on a per school level, or a per learner level - whichever is easiest)?

The current total amount of de-delegated funding is £526750.10.

8. What software or digital tools (learning, safeguarding or admin) do you provide to schools under the de-delegated funding allocation?

Capita SIMS and FMS.

If you are not satisfied with the Council's response to your request for information, you may ask the Council for an internal review of this decision. To do this, you should provide details of your complaint by emailing foi.internalreviews@warrington.gov.uk, or write to FOI Reviews, East Annexe

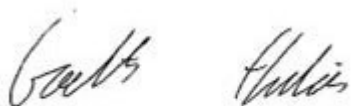
Town Hall, Sankey Street, Warrington, WA1 1UH. You should do this as soon as possible, or, in any case, within 40 working days of the date of our response to your request.

If, following the outcome of the internal review, you remain dissatisfied with the Council's response to your information request, you have the right under section 50 of the Freedom of Information Act 2000 to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113
Fax: 01625 545 510
Email: enquiries@ico.gsi.gov.uk

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Gareth Hopkins', written in a cursive style.

Gareth Hopkins
Deputy Director of Corporate Services