

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4177/NH/02
Please ask for: Nicola Hesketh
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E-mail: FOImailbox@tamworth.gov.uk

[name and address redacted]

7th November 2016

Dear [name redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your Request

- *What is your annual turnover?*
- *How many employees do you currently have working for you?*
- *Have you had any major organisational changes in the last 18 months? (New directors, CEO's or change in ownership)*
- *When was the last time you had an IT hardware update? (New computers, servers etc.)*
- *What is your current accounting software?*
- *What software do you use for budgeting and forecasting?*
- *How many purchase invoice transactions do you make on average per calendar month?*
- *Do you use an operating system called VMS or VME?*
- *Have you got a document management software? If so, which one?*
- *Have you got a CRM (Customer relationship management) software? If so, which one?*
- *Do you have any remote workers? If so, how many?*
- *Is your IT outsourced, In house or Hosted and when is it up for renewal?*

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

The response to your request as follows:

- **This information is considered publically available on our website at <http://www.tamworth.gov.uk/our-accounts> therefore it is considered exempt under S21 of the Act where we are not obliged to provide the information again if it publicly available elsewhere.**
- **Headcount of 463 Full time equivalent of 317 employees**
- **None**
- **Hardware refresh is an on-going programme**
- **Advanced e-Financials**
- **Advanced e-Financials/Collaborative Planning**
- **700 to 800**

- No
- Civica EDM
- Kana Lagan
- In order to answer this part of your request fully, please can you clarify what you mean by remote worker? Our agile working definitions do not distinguish this exactly. We have 70 members of staff who have completed home working agreements but this may only be for occasional use
- In house

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Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator