

31 January 2020
Our ref: 6026796

Thank you for your request received on 30 January 2020, for the following information:
and I am the Corporate Management Performance Officer for Neath Port Talbot County Borough Council.

I am presently conducting some market research on performance and risk management systems within local authorities and wondered whether you might be able to assist us with such matters.

Would it be possible you could pass this email to relevant officer to see whether perhaps they could provide some information on this type of software. The Council would gratefully appreciate any information you could provide us with:

1. Does your authority have an integrated performance and risk management system (software solution)?
2. Is the system an internally built 'in house' system?
3. If the system is provided by an external supplier, could you please provide the company name / address/ website of the external supplier?
4. Can you please list all original setup costs and annual contract costs? (where they are not commercially sensitive)
5. How long has your authority had this system?
6. Does the system have additional integrated modules (other than performance and risk) e.g. project management, Partnership, Financial etc
7. If your performance management systems and risk systems are not integrated, could you please confirm if each system is 'in house' built or provided by an external provider (if external provider, in each case please provide the company name / address/ website of the provider)
8. Does the performance/risk system have an integrated dashboard output or external (third party) supplier dashboard output?
9. If external could you please provide the company name / address/ website of the external supplier?
10. Does the performance/risk system have an integrated reporting output or

external (third party) supplier reporting output?

11. If external could you please provide the company name / address/ website of the external supplier?

In the event you have any queries please contact me on the telephone number below.

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below:-

I am the Corporate Management Performance Officer for Neath Port Talbot County Borough Council.

I am presently conducting some market research on performance and risk management systems within local authorities and wondered whether you might be able to assist us with such matters.

Would it be possible you could pass this email to relevant officer to see whether perhaps they could provide some information on this type of software. The Council would gratefully appreciate any information you could provide us with:

1. Does your authority have an integrated performance and risk management system (software solution)?

We use separate performance and risk management systems utilising Microsoft excel. The performance system is used to collate performance data, review performance trends and contract performance monitoring . The risk system compiles all risks into one document and is used for the review and reporting of risks.

2. Is the system an internally built 'in house' system?

Both are 'in house' systems developed by Officers within the organisation.

3. If the system is provided by an external supplier, could you please provide the company name / address/ website of the external supplier?

N/A

4. Can you please list all original setup costs and annual contract costs? (where they are not commercially sensitive)

There were no dedicated cost in developing the systems and no annual costs relating to things such as employing software developers. The systems were developed and maintained by Officers working within Performance and Risk management. Costs are employment of Officers and ongoing Officer time. 5. How long has your authority had this system?

Approximately two and a half years.

6. Does the system have additional integrated modules (other than performance and risk) e.g. project management, Partnership, Financial etc

No

7. If your performance management systems and risk systems are not integrated, could you please confirm if each system is 'in house' built or provided by an external provider (if external provider, in each case please provide the company name / address/ website of the provider)

The systems were developed and maintained by Officers working within Performance and Risk management

8. Does the performance/risk system have an integrated dashboard output or external (third party) supplier dashboard output?

The performance system does have an integrated dashboard output. The risk system does not but this can be implemented. There is not third party output.

9. If external could you please provide the company name / address/ website of the external supplier?

N/A

10. Does the performance/risk system have an integrated reporting output or external (third party) supplier reporting output?

No for both systems.

11. If external could you please provide the company name / address/ website of the external supplier?

N/A

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.