

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA160119-3349

12 February 2019

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 15 January 2019. Your request has been dealt with under the Freedom of Information Act 2000.

You requested:

1. *Please could you inform us what system(s) your authority uses to handle information requests? For clarity that includes FOI, EIR, CAFCAS, etc. requests for information, as well as SARs/GDPR requests and also complaints handling.*

The GLA uses a correspondence management system called WriteOn for handling FOI and EIR requests. We use the same system for handling complaints or for Subject Access Requests, which are handled off-line. The GLA does not deal with CAFCASS requests so this is not applicable.

2. *Please provide the name of the vendor and country or origin of the software.*
 - a. *Name of the system(s) where there is a brand name that differs from the company name.*
 - b. *Do you use system(s) that are internally developed and maintained by your development staff rather than purchased?*
 - c. *Amount paid approximately (split into a. set up and b. ongoing costs)*
 - d. *Date of end of contract with the present supplier(s).*
 - e. *Is the system running in house on your servers or is it provided SaaS ("Software as a Service" i.e. hosted externally on a supplier's servers)*
 - a) Bespoke system developed for the GLA by Pivotal Solutions Ltd.
 - b) No – system developed and maintained by Pivotal
 - c) set up £35,000; ongoing cost £10,250 per annum
 - d) The current contract expires 31/3/2019 – we may extend on a monthly basis until our new system (which is in development) is rolled-out.
 - e) System running in house

3. *What did you pay for system(s)?*
 - a. *Set up*
 - b. *Ongoing (please state if per year or per month)*

Please see our response to question 2c

4. *How many requests did you receive in each of 2016, 2017 & 2018*

The GLA records and monitors performance over the financial year (April – March) period. Our Fol performance can be found in our *published annual FOI reports*

Requests for information		
Year	FOI & EIR	SAR/GDPR
2015-16	528	4
2016-17	819	3
2017-18	934	9

5. *What is the URL for your Public Disclosure Log - i.e. where the public can see the information requests and answers (obviously excluding private ones such as SARs)?*

See <https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information/foi-disclosure-log?order=DESC>

6. *How long does it take (officer/manager hours) to log a request and inform the relevant officers that they must respond? (Please assume this email is an example of a low complexity average FOI request with only one or perhaps two departments required for the multi question response.)*
 - a. *Five minutes - mostly automated with the incoming email creating the case reference/ auto acknowledgement to the requestor and the only human intervention is to vet the request to see if it is valid and then allocate the tasks to the officers concerned with pre configured auto emails going out to them.*
 - b. *About an hour - as above, but done manually.*
 - c. *Some other length of time - if so what and why is it so long/short, etc.*

7. *Does your system automatically create a public disclosure log and reports for the Information Commissioner or does someone have to update spreadsheets manually?*

Staff manually update the GLA Fol disclosure log. It is not clear what you are referring to by “reports for the Information Commissioner” but at present we use spreadsheets and the reporting tools from the WriteOn to produce reports. These will be replaced and managed within our new system.

8. *Can you use the same system for all your complaints and other citizen and internal and external enquiries.*

We use the system for external public-facing enquiries and for complaints, but not for internal enquiries.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA160119-3349.

Yours sincerely



Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>