



**Finance and Legal Services
Directorate**

Chris West
Director of Finance and Legal Services
1st Floor
Christchurch House
Greyfriars Lane
Coventry
CV1 2QL

Our reference 33 LAJ/FOI: 20106121
10 May 2013

Please contact Lorraine Jones
Direct line 02476 833720
Fax 02476 833770
lorraine.a.jones@coventry.gov.uk

Dear [REDACTED]

Freedom of Information Act 2000

Thank you for requesting information regarding Local Welfare Assistance, which the Council received on 30 April 2013. Your request has been considered under the Freedom of Information Act 2000.

You have requested the following information:

Is your Authority administering the Local Welfare Assistance scheme for which Local Councils assumed responsibility from April 1st 2013?

If so:

- What computer system is in use to administer the scheme and what is the name of the company providing the system?*
- When was the system fully operational (if not yet when is it due to be live)?*
- Is the system locally hosted or is it provided as a remote hosted service?*
- What is the length of the contract?*

If you are not administering the scheme:

- Is it being administered by a third party on your behalf and if so, by whom?*
- When was the system fully operational (if not yet, when is it due to be live)?*
- What is the length of the contract?*

In response to your request:

Coventry Benefits Service have procured the IEG4 Welfare Reform IT solution on a 2 year contract. The system is remotely hosted and the system was fully operational from the start of the scheme, 2nd April 2013.

Please note that most of the information that you request is owned by the Coventry City Council and subject to copyright protection. Under the Re-Use of Public Sector Information 2005 Regulations you are free to use this information for your own use or for the purposes of news reporting. However, any other type of re-use under the Regulations, for example; publication of the information or circulation to the public, will require permission of the copyright owner and may be subject to terms and conditions. For documents where the copyright does not belong to Coventry City Council you will need to apply separately to the copyright holder.

If you wish to apply to reuse the information you have requested or have any other issues relating to this request please do not hesitate to contact me.

I hope you feel that our response meets your request. However you have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Information Governance Team,
Coventry City Council
Room 21a, Lower Ground Floor,
Council House,
Earl Street
Coventry. CV1 5RR
infogov@coventry.gov.uk

If you are still dissatisfied with the outcome of the complaint and/or appeal under the Freedom of Information Act 2000, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Yours sincerely

Lorraine Jones
Administrative Officer