



Information Governance Team

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ07886**

Thank you for your request for information relating to online platforms.

You have requested the following information: insert the questions asked

1. Do you have a Customer portal or platform offering authenticated citizens direct access to Council services online?

Yes.

2. Who did you procure your Customer portal from?

Granicus.

a. If you developed it 'in-house' please can confirm that it is an 'in-house' development.

Not applicable, please refer to Question 2.

3. When did you deploy your customer portal on your Council Website?

Our customer portal, MyAccount, was launched in May 2015.

4. What services can citizens access via your Customer portal?

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://myaccount.coventry.gov.uk/MyServices>

5. Do all services provided on the platform offer an online form or a paper form or downloadable PDF form, can you give an example of a service still reliant on a paper or a downloadable PDF form

No, services available through our customer portal are primarily online forms only. However, some services offer a downloadable form in addition to the online form, an example of this is the Information Governance Team for Subject Access Requests.

6. Can you confirm that all the services offered that do have an online form meet the international WCAG 2.1 AA accessibility standard?

We confirm Granicus' Firmstep platform meets the WCAG 2.11 AA accessibility standard.

a. Can you provide either a copy or a link to your accessibility statement that explains to the citizen how accessible your services are?

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/accessibility>

b. Where you use a third party to supply a service can you also include in your response a copy or a link of their accessibility statement?

We are unable to answer this question as it is unclear what your definition of 'supply a service is'. In order to collate the information, we would have to approach every Service Area of the Council in order to first ascertain if a third party is commissioned to supply a service and then identify if they possess an accessibility statement.

We have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it. Your request has been refused under section 12(2) of the Act.

However, in order to fulfil our obligations under Section 16 of the FOI Act to advise and assist you, we advise that if you were to clarify any specific Service Areas you wish for the information to relate to we would be able to conduct searches within the time limit.

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the

purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance