



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI454134054

Thank you for your request for information relating to scanning of documents.

You have requested the following information:

1. Does the council have a dedicated on-site scanning team for paper records?

Yes.

a. If so, how many FTE are within the team?

Approximately 4.8FTE.

b. What volumes are the team scanning on a daily/weekly/monthly/annual basis?

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not recorded.

c. Are the team scanning legacy records or day forward, or both?

Both. They scan incoming mail, social care records and material for Subject Access Requests.

d. What hardware & software is used by the team?

A Falcon Rapid Extraction desk, Canon Scanners and Kofax.

e. Is the hardware leased, rented or was it purchased outright?

Purchased.

**f. Who is responsible within the council for the procurement of hardware and software?
Please supply contact details.**

Procurement and Commissioning.

Tel: 024 7697 5232

E-mail: procurement.services@coventry.gov.uk

2. If the council does not have a dedicated on-site scanning team, is there a contract for outsourced document scanning provisions?

a. If so, who is this contract with?

b. What is the value of the contract?

c. When is the contract due for renewal?

Questions 2 to 2c are not applicable.

3. Does the council have on-site facilities to store paper records?

No.

4. Does the council have contract(s) for off-site storage?

Yes.

a. If so, who is the contract with?

Iron Mountain (UK) Limited.

b. Does the contract include scan on demand or digitising services?

No.

c. If so, what volumes of pages / images are scanned daily/weekly/monthly/annually?

d. What is the annual cost for outsourced scanning – either on-demand or scheduled?

For Questions 4c and 4d, these are not applicable.

5. Are there departments within the council that scan their own documents locally?

a. If so, what hardware and software is used to manage this?

All departments have access to Ricoh MFDs for local scanning requirements.

b. Are volumes captured? If so, what are they?

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c. What types of documents are scanned?

Any documents received from our customers or clients.

6. Who in the council is responsible for records / document management programmes/systems? Please provide contact details

Each department is responsible for their own records.

7. Who in the council manages the contract(s) relationships with hardware providers and outsourced storage or scanning providers? Please provide contact details

For storage, please refer to Question 1f.

For MFD/print Hardware:

Jas Sandu, Operations Lead.
Email: jas.sandu@coventry.gov.uk

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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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance