



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI680041703**

Thank you for your request for information relating to IT service delivery models.

You have requested the following information:

I am writing under the Freedom of Information Act 2000 to request information about Coventry City Council's current and future plans for IT service delivery models. I believe this request is in the public interest as it promotes transparency in how public sector bodies manage and procure IT services, ensuring accountability and value for taxpayers.

Specifically, I am seeking information that would help me understand the strategic direction and considerations regarding outsourcing, in-sourcing, multi-sourcing, or optimising existing contracts.

Please provide the following information where available:

- **Current IT Service Model** – Is your IT delivery primarily in-house, outsourced, or a hybrid approach, and if not delivered in-house, who provides this service?
- **Major IT Contracts** – Key details of significant IT service contracts (including scope, value, end date and any options for extension or renegotiation).
- **Future IT Plans** – Any strategic plans or considerations for changing IT delivery models (e.g., outsourcing, in-sourcing, multi-sourcing).

The service model is provided in-house.

Details of all contracts are published on our contract register on the following link:

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

We are therefore not required to disclose the information as per Section 21 of the Act.

The relevant entries can be viewed by filtering on the Service Area column for “ICT & Digital” will show all of the IT contracts.

There are no plans to change the delivery model away from in-house.

The supply of information in response to a FOI/EIR 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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance