



Information Governance Team

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[REDACTED]

08 October 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI750911646**

Thank you for your request for information relating to Youth services CCIS Software Supplier.

You have requested the following information:

I would like to request the following information concerning your council's use of a Client Caseload Information System (CCIS) and the delivery of related youth services. Please provide the following details regarding any and all contracts related to your CCIS, or any system used for the tracking and monitoring of young people (e.g. those who are not in education, employment, or training - NEET):

1. Name of the CCIS Software Supplier: The full name of the company that provides the CCIS or equivalent software system used by the council.

Not applicable – see response to question 4 below.

2. Contract Duration: The total length of the contract for this software, including any initial term and extension periods.

Not applicable – see response to question 4 below.

3. Contract End Date: The date on which the current contract is scheduled to end.

Not applicable – see response to question 4 below.

4. Information, Advice, and Guidance (IAG) Provider: Whether the council employs an

external or contracted Information, Advice, and Guidance (IAG) provider to work with young people. If yes, please provide the name of the provider.

Prospects (Shaw Trust).

5. Internal Tracking Activities: Whether the council undertakes tracking activities for young people internally, or if this function is entirely outsourced to a third-party provider.

Entirely outsourced to a third-party provider.

6. Partnerships: Whether the council is part of a CCIS partnership with other councils.

Not applicable.

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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