Information Governance Team

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[redacted]

30 June 2026

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI841107646

Thank you for your request for information relating to Robotic Process Automation (RPA) and Intelligent Automation.

You have requested the following information:

Under the Freedom of Information Act 2000, I would like to request the following information regarding Robotic Process Automation (RPA), Intelligent Automation, Digital Workers or similar technologies used by the council.

1. Does the council currently use any Robotic Process Automation (RPA) or Intelligent Automation technologies?

Yes.

2. If yes, please provide:

*** The supplier/vendor name(s)**
*** The technology/platform used (e.g. UiPath, Blue Prism, Automation Anywhere, Power Automate, NICE, etc.)**
*** Whether the solution is cloud-hosted or on-premise**
*** The approximate number of live automated processes/workflows currently in operation**
*** Whether the council has an internal RPA/Automation team or uses external consultancy support**
*** Whether unattended or attended automation licensing is used**

In response to Questions 2, the Council advises you as per Section 31(3) of the FOI, Law

Enforcement that we neither confirm, not deny that this information is held.

Please see our Cyber Security/ICT guidance published on our website for more information about non-disclosure reasons at:

https://www.coventry.gov.uk/downloads/file/43071/ccc s31 cyber foi exemption

3. Please provide:

*** The annual cost of the platform/licensing (if available)**
*** Any current contract end dates**
*** The name of the supplier or implementation partner**

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/downloads/download/1362/contracts-register

This exemption is not subject to the public interest test.

4. Has the council implemented automation within any of the following areas:

*** Revenues and Benefits**
*** Adult Social Care**
*** Children's Services**
*** Finance**
*** HR**
*** Customer Services**
*** Housing**

Clarification:
For Question 4, I am seeking information on whether RPA or similar automation technologies have been implemented within the listed service areas.

Please see response to Question 2.

5. Please provide copies of:

*** Any automation strategy documents**
*** Business cases**
*** Procurement notices**
*** Tender documents**
*** Or governance frameworks relating to automation/RPA**

To clarify, for Questions 4 and 5, by "automation" I am referring specifically to Robotic Process Automation (RPA), Intelligent Automation, Digital Workers, or similar software-based automation technologies used to automate business processes and tasks.

This includes platforms such as UiPath, Blue Prism, Automation Anywhere, Microsoft Power Automate (where used for business process automation), NICE, or similar technologies.

Clarification:
For Question 5, I am seeking any strategy documents, business cases, procurement notices, tender documents, governance frameworks, or related documentation specifically relating to the council's use, implementation, management, or future plans for RPA, Intelligent Automation, or Digital Workers.

I understand some commercial information may be exempt under Section 43 of the Act, however I would appreciate partial disclosure where possible.

Please see response to question 2. For further information please use the following link:

https://www.coventry.gov.uk/digital coventry

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