

Most Local Authorities often have software to assist them in the compiling of Court Bundles used for hearings in s31 Care Proceedings. I am writing to gain more information around this.

Pursuant to the Freedom of Information Act 2000, I would like to make a request for the disclosure of the following information outlined below;

- 1) Please provide the names of all software or systems used by your organisation for the production of electronic Court Bundles Civica Legal
- 2) Please provide the dates of when this software or system was first used 2015
- 3) Please provide the cost of the contract for each named software/system and the renewal date £18k exc VAT rolling 12 month contract
- 4) Please state if bought outright and cost Yes, no outright software cost
- 5) Please state the job titles (i.e. paralegal) of whom usually operate this software/system for the purpose of compiling a Court Bundle in preparation for a hearing Paralegals, Team Clerks
- 6) Please provide details of the training provided or available, if any, to employees In-house training provided for new starters
- 7) Please provide details of the technical support available as part of the contract or warranty of the named software/systems On-line support logging system
- 8) Please provide a copy of your internal IT support guidance document that provides information of 'what to do' in the event of an employee experiencing technical problems No guide. Faults reported to Admin Team Leader who liaises with Civica Legal