



Reference: FOI3332

**Request:**

I request the following information shared through Freedom of Information:

1. Does your local authority host a website platform for local communities to access local events, clubs, sometimes referred to as 'Community Information Directory' (CID)? If yes, please state the website address.

The LA hosts a 'service directory' on behalf of the SIGN network and it can be accessed here: <https://services.northtyneside.gov.uk/sign/>

2. Is this website provided in house, or external provider? If an external provider, what is the name of the provider?

The website was created in house by the LA's IT partner ENGIE.

3. If it's provided by an external provider, what is the end date of the contract for this platform?

N/A

4. Does the local authority intend to commission this provision? Date when?

The LA is part of a new partnership with health partners and the VCS to redesign the directory. The partnership has agreed a new external provider to carry out this work, following a tender exercise led by the lead organization in the partnership, VODA.

5. Which department in the Local Authority holds the budget for this provision?

The portion of funding the LA is contributing to the partnership for this work comes from the Public Health fund.

6. Please give contact details for the above department?

<https://services.northtyneside.gov.uk/sign/contact.aspx> Ellie Anderson, Assistant Director Business Assurance

7. What is the expenditure (£) on this platform in the following years 2016/ 2017 / 2018 / 2019 / 2020

The information requested is not held by the Authority, as it outsourced a number of its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act.

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8. What does this website include information on?

The website currently provides information about services, events and activities in the local area to improve peoples wellbeing.

9. Does the website include information on SEND (Special educational needs and disabilities) OR is there a separate platform for this information? if separate please state the website address.

Some information on the website covers SEND support services and activities. The Local Offer would include information, including activities for children and young people with SEND and their families. The pages are hosted on the LA website but the direct link to those pages are here: <https://my.northtyneside.gov.uk/category/1243/local-offer-special-educational-needs-and-disabilities-send> . We also have a facebook page which supports the Local Offer and shares opportunities from other organisations.

10. Which Tender portal does the Local Authority use- please state the website address.

NEPO Portal and the website is <https://procontract.due-north.com/>