Reference: RFI 1707054

Request:

I am writing to you under the Freedom of Information Act 2000 to request information concerning the types of software your organisation may be using as well as information linked to general council management processes.
If it is not possible to provide the information requested, please provide advice and assistance, as to how I can refine my request to be included in the scope of the Act.

1. **How many employees do you currently have working for you?**
   2243.40 FTE as at July 2017

2. **Have you had any major organisational changes in the last 18 months? (New directors, CEO's, change in ownership or turnover increases)**

   TUPE transfer of cleaning staff and Health Visitors into the council. The council also has an ongoing restructure and redundancy process in place which is linked to Council priorities and service changes.

3. **When was the last time you had a major IT hardware update? (New computers, servers etc)**

   NTC invest capital expenditure on IT every year, along with other major projects. NTC to provide more detail

4. **What software do you use for your accounting and budgeting?**
   Oracle e-Business

5. **How many purchase invoice transactions do you make on average per calendar month?**

6. **Do you currently use a software based document management system, or do you physically file?**
   A number of document management systems are in use

7. **Have you got a CRM (Customer relationship management) software? If so, which one?**
   KANA software Ireland Limited

8. **Is your IT outsourced, Inhouse or Hosted?**
   Outsourced

9. **Is your Payroll outsourced or in house? If inhouse do you use any software for your Payroll?**
   Oracle e-Business

10. **Is your HR outsourced or in house? If in house do you use any software for your HR?**

Strategic HR remains in house, transactional activities of HR are managed by the Council's Business Partner's Engie. The software HR use is Oracle Business Management System

11. Do you manage your own housing stock? If yes, how many stock? If no, which ALMO (Arm's Length Management Organisation) or Housing Association manages them for you?

Yes. Stock = 14,914

12. Do you have a Direct Service Organisation (DSO), Direct Labour Organisation (DLO) or Trading Organisation? If no, which contractor do you use?
Clarification Q12 - As regard question 12, do you have an in house team that deal with repairs and asset management, or is this outsourced to a contractor? If outsourced, what contractor do you use?

Housing Repairs is outsourced to Kier North Tyneside

Asset Maintenance outsource repair and maintenance work to Kier North Tyneside.

13.   Are your public buildings and spaces managed internally or outsourced?

Internally