

FOI number: **HBC\_FOI\_20200317**  
Date FOI Received: **15/05/2020**  
Department: **Information Digital Services**  
Title: **Digitisation of records**  
Description: **Citizen information storage and sharing**

**Request: (As Redacted sent by requestor)**

**1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images ) is digitalised?**

- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-99%
- 100%

**2. Does your local authority use a content services (document management) solution to store and manage this information?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**4. Does your local authority use a content services (document management) solution to enable staff to access this information when working remotely?**

- Yes, we have done this since 2019 or earlier
- Yes, we have started doing so in the last four months (since January 2020)
- No, but we are planning to do so in next 3-6 months
- No, but we are planning to do so in the next 9-12 months
- No, we do not plan to do this

**5. Does your local authority currently offer your local citizens online access to their own records?**

- Yes, they can access all of their own digital records online
- Yes, they can access at least some of their own digital records online
- No, they cannot access their own digital records online

**Response: (Response as Redacted sent by service)**

**1. How much of the information you store and manage for local citizens (for example, council tax records, social care records, planning applications, parking permits and supporting documents, spreadsheets and scanned images ) is digitalised?**

- 51-75%

**2. Does your local authority use a content services (document management) solution to store and manage this information?**

- Yes, we have done this since 2019 or earlier

**3. Does your local authority use a content services (document management) solution to share this information with external third parties, including other government agencies and trusted partners (for example, private healthcare or social care providers)?**

- No, we do not plan to do this

**4. Does your local authority use a content services (document management) solution to enable staff to access this information when working remotely?**

- Yes, we have done this since 2019 or earlier

**5. Does your local authority currently offer your local citizens online access to their own records?**

- Yes, they can access at least some of their own digital records online

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services

**Hertsmere Borough Council** | Civic Offices | Elstree Way | Borehamwood | Herts | WD6  
1WA  
t: 020 8207 2277