



LONDON FIRE BRIGADE

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**Freedom of Information request reference number:** 6999.1

**Date of response:** 05 December 2022

**Request:**

- 1) *Which software, if any, does the Trust use to process the following information requests:*
  - a) *FOI requests*
  - b) *EIR requests*
  - c) *DSAR requests*
  - d) *Complaints*
  - e) *Compliments*
  - f) *The processing or management of Safeguarding cases*
- 2) *Who provides this software?*
- 3) *What does it cost the Trust annually?*

**Response:**

Please see my response to your queries in turn below:

**FOI, EIR and DSAR Requests**

The LFB use an ASP.Net c# development, underpinned by a SQL database, to process these requests. It is managed in-house so there are no external costs associated with this software.

**Compliments and Complaints**

These are processed on an Access database. The database was provided by Aztec Computing. Any support/development costs are included under a wider contract with Aztec Computing.

Details of this contract are published online on the London Datastore. The information can be accessed via the following link: <https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts?q=contra>

If you download the '[LFB List of contracts at end September 2022](#)' spreadsheet, details of the Aztec Computing contract can be found under reference no. 6666.

**Processing or management of Safeguarding cases**

We use a bespoke application, which we call "Person At Risk" (PAR). It is developed as part of our SharePoint solution. The application was developed by Silversands. Costs are included under a wider contract with Silversands.

Details of this contract are published online on the London Datastore. The information can be accessed via the following link: <https://data.london.gov.uk/dataset/lfepa-procurement-information---current-contracts?q=contra>

If you download the '[LFB List of contracts at end September 2022](#)' spreadsheet, details of the Silversands contract can be found under reference no. 6997.

The LFB website provides details of where all LFB tender opportunities are advertised: <https://www.london-fire.gov.uk/about-us/services-and-facilities/services-we-offer/procurement/>

The Brigade does not respond to unsolicited emails or telephone calls and therefore encourages all companies wishing to work with the Brigade to register with the BlueLight E-tendering Portal.

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).