

27 October 2016

Dear

I am writing in response to your request, under the Freedom of Information Act (FOIA) to be provided with information on the following:

What is your annual turnover?

How many employees do you currently have working for you?

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

When was the last time you had an IT hardware update? (New computers, servers etc.)

What is your current accounting software?

What software do you use for budgeting and forecasting?

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

Do you use an operating system called VMS or VME?

Have you got a document management software? If so, which one?

Have you got a CRM (Customer relationship management) software? If so, which one?

Do you have any remote workers? If so, how many?

Is your IT outsourced, in-house or hosted? And when is it up for renewal?

Under the FOIA, Estyn is required to:

(i) confirm or deny whether it holds the information of the description specified in the request; and

(ii) communicate the information requested to the applicant. You should note that this is effectively a decision that the information can be released into the public domain and not simply to the specified applicant.

I have investigated your queries with the relevant teams and can confirm the following:

What is your annual turnover? £11.4m budget

How many employees do you currently have working for you? Approx. 120

Have you had any major organisational changes in the last 18 months? (New directors, CEO's or change in ownership) No

When was the last time you had an IT hardware update? (New computers, servers etc.) Desktops 2011, Laptops 2015, servers 2014

What is your current accounting software? Exchequer

What software do you use for budgeting and forecasting? Excel

How many purchase invoice transactions do you make on average per calendar month? 300- 400

Do you use an operating system called VMS or VME? No

Have you got a document management software? If so, which one? Sharepoint

Have you got a CRM (Customer relationship management) software? If so, which one? No

Do you have any remote workers? If so, how many? Approx 70

Is your IT outsourced, in-house or hosted? And when is it up for renewal?

Outsourced, 2017

I hope this information is helpful to you and if you require any further information please do not hesitate in contacting me.

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to me, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545 745

Fax: 01624 524510

Email: enquiries@ico.gsi.gov.uk

Yn gywir / Yours sincerely

Robert Gairey

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru

Her Majesty's Inspectorate For Education and Training in Wales

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