

FOI number: **HBC_FOI_20200516**
Date FOI Received: **6/09/2020**
Department: **Information Digital Services**
Title: **Use of Gov Notify service**
Description: **Council use of Gov Notify and other third party services for messaging**

Request: (As Redacted sent by requestor)

About your organisation

- For how long has your organisation used Gov Notify service?
- How many employees your organisation has?
- How many employees use Gov Notify service?
- How many emails your organisation sends monthly?
- How many SMS messages your organisation sends monthly?
- How many letters your organisation sends monthly?
- How many services/ departments your organisation has (e.g. Finance, Housing, IT...)?

About messaging

Which services/ departments are using Gov Notify service?

- How many emails this service/ department sends monthly?
 - How many of these emails is sent using Gov Notify?
- How many SMS messages this service/ department sends monthly?
 - How many of these SMS messages is sent using Gov Notify?
- How many letters this service/ department sends monthly?
 - How many of these letters is sent using Gov Notify?

About other service providers

- Do you use any other 3rd party service for your email messaging?
 - Which?
- Do you use any other 3rd party service for your SMS messaging?
 - Which?
- Do you use any other 3rd party service for your printed communications?
 - Which?

Response: (Response as Redacted sent by service)

About your organisation

- For how long has your organisation used Gov Notify service?
Hertsmere Borough Council does not use the Gov Notify service.
- How many employees your organisation has?
313
- How many employees use Gov Notify service?

None

- How many emails your organisation sends monthly?
As a guide last month (August) 116,700 emails sent.
- How many SMS messages your organisation sends monthly?

	(Outbound)	(Delivery Receipts)
Sept	158	75
Oct	165	100
Nov	1121	85
Dec	172	80
Jan	183	66
Feb	265	86
March	191	95
April	89	52
May	44	25
June	68	51
July	245	164
August	129	80

- How many letters your organisation sends monthly?
We do not hold this information
- How many services/ departments your organisation has (e.g. Finance, Housing, IT...)?
8

About messaging

Which services/ departments are using Gov Notify service?

- How many emails this service/ department sends monthly?
 - How many of these emails is sent using Gov Notify?

n/a
- How many SMS messages this service/ department sends monthly?
 - How many of these SMS messages is sent using Gov Notify?

n/a
- How many letters this service/ department sends monthly?
 - How many of these letters is sent using Gov Notify?

n/a

About other service providers

- Do you use any other 3rd party service for your email messaging?
 - GovDelivery
- Do you use any other 3rd party service for your SMS messaging?
 - MessageMedia WebSMS
- Do you use any other 3rd party service for your printed communications?
 - No

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

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