



Northamptonshire Fire and Rescue Service

13 February 2024

Northamptonshire Fire and Rescue Service FOI 0657/24 - Computer Aided Facilities Management Systems

Request:

I am researching the use of Computer Aided Facilities Management (CAFM) and/or Integrated Workplace Management System (IWMS) in the public sector. Under the Freedom of Information Act (FOI) I would welcome a response to the following questions:

1. Which CAFM/IWMS systems are used in the organisation?
2. When did this contract start and when does it end?
3. What are the organisations plans at the end of contract?
4. What are the contract values?
5. Who is the senior operational contact responsible for this contract and can you provide contact details?
6. Which of the following functionalities does the organisation use? Can you also indicate if these are incorporated within the software system? If no, please elaborate.
 - a. Planned & Reactive Maintenance
 - b. Asset Management
 - c. Property Management
 - d. Lease Agreements
 - e. Health & Safety
 - f. Project Management
 - g. Condition Surveys
7. Are there any limitations with the existing software system? Please elaborate.
8. Are there any upcoming plans for the adoption of new technologies or solutions? Please elaborate.

Response:

Searches have been conducted in relation to your request, and I can confirm that no information is held relating to your request, this is because Northamptonshire Fire and Rescue Service do not currently utilise use any Computer Aided Facilities Management (CAFM) and/or Integrated Workplace Management System (IWMS).





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APPEAL RIGHTS

If you are unhappy with how your request has been handled or you do not think the decision is correct, you have the right to ask for a review of the decision.

Prior to lodging a formal appeal you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer. That person will be able to discuss the decision, explain any issues and assist with any problems.

Appeal

If you are dissatisfied with the handling procedures or the decision that the Service have made under the Freedom of Information Act 2000 (the Act) regarding access to information, you can lodge an appeal to have the decision reviewed.

Appeals should be made in writing within 20 days of receipt of your reply and either emailed to freedomofinformation@northants.police.uk or addressed to:

Freedom of Information Manager
Information Unit
Northamptonshire Police Headquarters
Wootton Hall
Northampton
NN4 0JQ

Where possible the Service will aim to respond to your appeal within 20 working days. However meeting this time scale will depend upon the circumstances and complexity of the issue.

The Information Commissioner

After lodging an appeal with the Service, if you are still dissatisfied with the decision, you may make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.





Northamptonshire Fire and Rescue Service

For information on how to make an application to the Information Commissioner please visit their website at www.ico.org.uk Alternatively, telephone or write to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113

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