

From: Freedom of Information Requests
Sent: 26 June 2025 11:39
To:
Subject: Freedom of Information response

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 30 May 2025 for information about Asset and Fault Management Systems. Please find below City of Doncaster Council's responses to the questions you have raised.

Request

The number of distinct Asset and/or Fault Management Systems currently in use within your organisation?

For each identified system, please provide:

- The name of the supplier or vendor.
- The functional scope of the system (e.g., facilities, IT assets, infrastructure, etc.).
- Any features considered to be specialist or specific to the agency's use case.
- The approximate number of users.
- The total contract value (including any extensions or renewals, if applicable).
- The duration of the contract (initial term and any extension periods).
- The start and end dates of the contract.

Response

Supplier/Vendor	Functional Scope	Specialist Features	Approx. Users
Energy and Compliance Technology Ltd T/A C365Cloud	SPM Compliance	Manage and monitor Statutory Planned Maintenance and manage actions/defects post-inspection	311
Riskhub	Fire Risk Assessments and associated actions	Tracks FRA actions	50
Civica	Land and property asset data (dimensions, plans, leases, utility usage, etc.)	Integration with utility documentation, school net capacity calculation	102 specified users (site license)
Causeway (Alloy Arbor)	Arboricultural asset management	None	12
Mayrise Grounds package supplied by Causeway soon to be replaced by Alloy supplied by Causeway	Grounds maintenance and street cleansing scheduling and asset management	None	8 (Mayrise), ~100 (Alloy)
Symology Insight	Highways asset maintenance	None	Unknown (system being phased out)

For responses to e, f, g - This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our Contract Register here: [Supplying the Council - Procurement - City of Doncaster Council](#).

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £98 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours faithfully,
Ellen Dook
Information Governance Officer
Corporate Resources
City of Doncaster Council

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