

From: Freedom of Information Requests  
Sent: 29 April 2025 08:38  
To:  
Subject: Freedom of Information response -

Dear Sir/Madam,

Thank you for your Freedom of Information request dated 8 April 2025 for information about Cemetery/Crematorium Management Solution. Please find below City of Doncaster Council's responses to the questions you have raised.

1. What Cemetery/Crematorium Management solution does your council currently use?

Response: Plot Box

2. When is the contract end date for the Cemetery/Crematorium Management solution?

Response: 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 website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

3. When was the Cemetery/Crematorium Management solution contract last re-tendered?

Response: The last contract was awarded in 2022 for a December start using the third party agreement GCloud 13.

4. Could you please provide the contract value for the Cemetery/Crematorium Management solution?

Response: 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 website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

5. Is there an intent to release a tender for Cemetery/Crematorium Management solutions in the foreseeable future? If so, please kindly provide an estimated timeline or relevant details.

Response: The current contract expires in December 2025, however there is a 12 month extension option so dates will depend on if this is taken.

6. If your Cemetery/Crematorium Management system hosted or on premise?

Response: This is a cloud solution and it is hosted by the Supplier

7. Does your Council have a Digital Strategy around the use of AI for other service areas?

Response: This is in development

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £49 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](mailto: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](http://www.ico.org.uk) Telephone 0303 123 1113.

Yours faithfully,

Ellen Dook  
Information Governance Officer  
Corporate Resources  
City of Doncaster Council

Address Civic Office, Waterdale, Doncaster, DN1 3BU Website [www.doncaster.gov.uk](http://www.doncaster.gov.uk)