

**From:** [FOI Responses](#)  
**To:** [REDACTED]  
**Bcc:** [REDACTED]  
**Subject:** FOI Request - [REDACTED] - Response  
**Date:** 23 January 2024 13:41:00  
**Attachments:** [image002.png](#)

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Dear [REDACTED]

Thank you for your Freedom of Information request dated 4 January 2023, for information about Insurance Claims Management.

Please find below City of Doncaster Council's responses to the questions you have raised.

1. Do you use claims management software to manage your insurance claims?

**Response:**

Yes, City of Doncaster Council does use software to manage insurance claims.

2. What is the name of the software system you currently use?

**Response:**

The software system currently used is DWF360 EVOCLAIM

3. When is the contract for your current system up for renewal?

**Response:**

The renewal date is 31/8/2025

4. What is the total annual cost of the system on an annual basis, over the last 5 years?

Year	Total annual cost for claims management software
Year 1	
Year 2	
Year 3	
Year 4	
Year 5	

**Response:**

This information is exempt from disclosure under Section 43 of the Freedom of information Act. Section 43 exempts information from the right of access under the Freedom of Information Act if disclosure of the information would prejudice someone's commercial interests.

The information withheld under the exemption relates to confidential financial information. City of Doncaster Council believes that the release of this information would be likely to cause commercial prejudice to the supplier of this service.

As Section 43 is a qualified exemption, the City of Doncaster Council is obliged to consider whether disclosure of the information would be in the public interest before refusing to supply the information. Therefore the City of Doncaster Council has taken the

following factors into account:

Factors for disclosing information

- The council wishes to operate in an open and transparent way
- We recognise that decisions and plans should be open to accountability

Factors for withholding information:

- disclosure would be likely to adversely affect the supplier's commercial interests as disclosure of the information may damage the relationship with the council
- disclosure may weaken the position of the supplier in a competitive environment
- the information could be used by those competitors to gain a commercial advantage

Taking these factors into consideration, City of Doncaster Council has decided that the reasons for withholding the information outweigh those for disclosing it and we will not be providing the information at this time.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £46.00 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 sincerely,

**Lucy McMahon**

Freedom of Information Officer  
Corporate Resources  
City of Doncaster Council

Phone 01302 736000

Address Civic Office, Waterdale, Doncaster, DN1 3BU

Email [FOI@doncaster.gov.uk](mailto:FOI@doncaster.gov.uk)

Website [www.doncaster.gov.uk](http://www.doncaster.gov.uk)



