
Freedom of Information Request – Service Management Tool

From [REDACTED]
Date Thu 2025-09-04 13:07
To FOI <FOI@lgbce.org.uk>

You don't often get email from [REDACTED] [Learn why this is important](#)

Dear FOI Team at Boundary Commission for England,

We kindly request your participation in a freedom of information request relating to your organisation's primary enterprise Service Management tool. To streamline the process and facilitate your response, we have provided an online form for completion.

Survey Form Link - [https://forms.microsoft.com/\[REDACTED\]](https://forms.microsoft.com/[REDACTED])

Please provide your responses by 5:00 pm BST on 2 October 2025.

All responses will be handled with the utmost confidentiality. Data collected will be aggregated across public sector organisations and presented in a published report to highlight key trends within the industry. **Individual responses will remain strictly within [REDACTED]** and will not be shared externally under any circumstances.

Your input is invaluable and will directly contribute to research that supports the broader Service Management community. The insights gained will help shape our collective understanding of current trends and best practices across the sector.

We sincerely appreciate your time and consideration in supporting this important initiative.

If you have any questions, please do not hesitate to contact us.

With thanks and kind regards,

[REDACTED]



This email is confidential and is protected by copyright. When addressed to our clients it is subject to our terms and conditions of business.



FOI Response

From Hendry, Angela <angela.hendry@lgbce.org.uk>

Date Tue 2025-09-16 14:07

To [REDACTED]

Dear [REDACTED]

FOI Reference: 87782/25

Thank you for your request for information, dated 4 September 2025, under the Freedom of Information Act 2000.

You requested:

We kindly request your participation in a freedom of information request relating to your organisation's primary enterprise Service Management tool. To streamline the process and facilitate your response, we have provided an online form for completion.

Survey Form Link - [https://forms.microsoft.com/\[REDACTED\]](https://forms.microsoft.com/[REDACTED])

Please provide your responses by 5:00 pm BST on 2 October 2025.

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Your input is invaluable and will directly contribute to research that supports the broader Service Management community. The insights gained will help shape our collective understanding of current trends and best practices across the sector.

Response:

The information you have requested is not held by the Commission as we do not have a Service Management Tool.

If you have any further queries, please do not hesitate to contact me, quoting the reference number above in any correspondence.

If you are unhappy with the response or the way in which your request was dealt with and wish to make a complaint or request a review of our decision, you should write to:

Bipon Bhakri
Director of Corporate Services
Local Government Boundary Commission for England
7th Floor
3 Bunhill Row
London
EC1Y 8YZ

Kind regards

Angela