

Reference: 02250183

Information Requests
information.requests@ofcom.org.uk

21 August 2026

Freedom of Information request: Right to know request

Thank you for your request for information about board portal software, governance oversight, and financial metrics.

We received this request on 24 July 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

I am requesting the following information regarding the digital platform used by your organization for managing board and committee meetings, as well as specific organizational context metrics:

1. Does your organization currently use a dedicated digital platform or software for managing board meetings, committee papers, and governance processes (e.g., a "Board Portal")?

Yes.

2. If yes, please provide the name of the Current Provider (e.g., Diligent, Board Intelligence, Microsoft 365/Custom solution).

Diligent Boardbooks Limited.

3. What was the Contract Start date for this software/service?

September 2024.

4. What is the scheduled Contract End date (including any optional extension periods)?

August 2028 (inclusive of extension periods).

5. What is the total Contract Value over the full term of the agreement (inclusive of VAT)?

£400,800 inclusive of VAT for the 48 months.

6. How many User Licenses (No. of Users) are currently active or provided for under the current contract?

Whilst we hold this information, it is being withheld as we consider that its disclosure is exempt under section 43(2) of the FOI Act. This exemption deals with information that, if disclosed, would,

or would be likely to, prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

7. Which User Archetypes or departments are the primary users of this system (e.g., Board Members, Secretariat, Executive Leadership)?

Board / Committee members and Executive Leadership are the primary users.

8. What is the job title of the Governance Contact responsible for the management and oversight of this specific contract?

Head of Supplier Management.

9. Please provide a departmental or role-based Governance Email address for inquiries related to this system.

You can address your queries to procurement@ofcom.org.uk who may be able to assist.

10. Which primary funding or revenue metric is utilized by your organization for budgetary planning (e.g., annual capital budget allocation, net funding allocation, annual budget allocation, or annual operating allocation)?

The Annual Budget is used as the planning metric.

11. What is the recorded total amount of that specific revenue/funding metric for the current financial year?

This is published in our tariff tables. This year's budget breakdown by sector can be found here [Ofcom Tariff Tables 2026/27](#) , on the last page.

12. What is your organization's defined region of jurisdiction, and what is the location of your headquarters office?

Ofcom's region of jurisdiction is United Kingdom (England, Scotland, Wales and Northern Ireland), with our Head Office in London, UK.

Yours sincerely,

Information Requests

[Request an internal review](#)

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

Section 43(2) of the FOI Act provides that: “Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.	
Factors for disclosure	Factors for withholding
• Disclosure would enable the public to gain a better understanding of the commercial relationships between Ofcom and third parties and the nature of the services provided, and thereby increasing public confidence in Ofcom’s work.	• We have disclosed the cost of the contract and therefore disclosing the number of users may enable one to work out the pricing per user which we consider would or would likely affect Ofcom and the Diligent Boardbooks Ltd’s commercial interests. • Ofcom continues to negotiate contracts like those related to this request. To release the specific information requested would likely put Ofcom in a detrimental position for future fee negotiations by undermining its bargaining position with potential contractors. • In addition, the release of the details of the number of licences would likely prejudice the commercial interests of Diligent Boardbooks Ltd – in that it would provide details of negotiated fees to its competitors or potential clients. • Ofcom contracts with a variety of companies in order to support its operations and has ongoing financial relationships with many of them. Companies need to be confident that information relating to their business, such as information relating to the charges for services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. Releasing companies’ commercially sensitive information might compromise both Ofcom’s and their position in the market.
Reasons why public interest favours withholding information	
• We consider that, on balance, the public interest in withholding disclosure of the requested information outweighs the public interest in disclosing the information. • Ofcom enjoys a positive relationship with those organisations it contracts with. The release of information which would, or would be likely to, prejudice commercial interests	

into the public domain would impair both Ofcom's relationship with providers of services, and adversely affect its commercial relationships with them. Similarly, Ofcom's bargaining position, and therefore ability to obtain value for money in services it contracts for, may be undermined in future negotiations if further details about the cost of these services were disclosed.

- Weighing the issues presented, it is considered that on balance, the factors for withholding the requested information outweigh those for disclosing the information.