



Michelle Pearson

Business Support
Resources Group
Warwickshire County Council
Shire Hall, Warwick, CV34 4RL
Email businesssupport@warwickshire.gov.uk

Please ask for Charlotte Mackin

Our ref: 5302908

Your ref:

Date: 21 February 2020

Dear Michelle Pearson

Freedom of Information Act 2000

I can confirm that the information requested is held by Warwickshire County Council. I have detailed below the information that is being released to you.

Q1. Which IT systems are used in the department specifically to provide core case management systems and any other supporting software holding information on individuals supported by your adults / children care services? For example, document management, RAS etc. Please provide name of system, supplier and type. e.g core case management system, electronic document management etc.

Mosaic - supplied by Servelec, Social Care Case management system - used by Adults and childrens

Q2. For each system identified in Q1 please could you let us know how many users their are?

Approximately 1600 users across adults and childrens

Q3. For each system identified in Q1 please could you let us know when each of these systems were first implemented and how much has been spent on them each year for the last 5 years? Please breakdown the total cost of each into licence fees, annual support, professional services (training, implementation, consulting etc).

Childrens implemented in October 2016. Adults implemented in February 2018. The total cost of the contract is £818,00

Q4. For each system identified in Q1 please could you let us know what the length of the current contract is and the date the contract ends?

The contract was 3 years, plus 1, plus 1. Its due to end in July 2021.

Q5 - I do not have the level of breakdown of costs as requested. However I can advise that the total cost of the contract is £818,000.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management
Shire Hall
Warwick
CV34 4RL
inforights@warwickshire.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Phone: 0303 123 1113

Website: www.ico.org.uk

I will now close your request as of this date.

Yours faithfully

Charlotte Mackin
Business Support Team Leader