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PRIVATE AND CONFIDENTIAL

David Williams

13 October 2022

Dear David Williams

Freedom of Information Act 2000, Reference: FOI-32309-2022

The council has completed its search relating to your request about Adult & Children Social Care Software received on Wed, 17 Aug 2022.

Request

I am carrying out a research project into local government software usage for adult and childrens' social care. Please could you let me know, for each system used in the delivery of adult and children's social care:

1. Name of system and supplier (or if built in-house)
2. What you use the system for (case management, finances, direct payments, personal health budgets, financial assessments, document management etc)
3. How long you have been using the system for
4. When the current contract for the system expires
5. Whether the system is hosted by the council, by the supplier, by a third party or a hybrid of all these options
6. Where the team that supports and maintains the software operates: within the service area, within IT, outsourced, or a different model (please specify).
7. What the annual cost for support and maintenance is for the software
8. How many hours of training is provided per user, per year in using the software and whether this training is delivered in person, remotely or through e-learning.

Response

The council does hold information within the definition of your request.

I am carrying out a research project into local government software usage for adult and childrens' social care.

Please could you let me know, for each system used in the delivery of adult and children's social care:

1. Name of system and supplier (or if built in-house)

Liquid Logic – LAS & Controcc (OCC) adults

LCS & EHM Childrens

2. What you use the system for (case management, finances, direct payments, personal health budgets, financial assessments, document management etc)

All of the above.

3. How long you have been using the system for

10+ years

4. When the current contract for the system expires

31/03/2027

5. Whether the system is hosted by the council, by the supplier, by a third party or a hybrid of all these options

Currently hosted by the council

6. Where the team that supports and maintains the software operates: within the service area, within IT, outsourced, or a different model (please specify).

We have staff within ICT who maintain backend set up with the supplier and a systems team which operate between ICT and the service area to support users directly.

7. What the annual cost for support and maintenance is for the software

£182,500

8. How many hours of training is provided per user, per year in using the software and whether this training is delivered in person, remotely or through e-learning.

Unknown

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Yours sincerely

Information Governance Team