



Please ask for: Mollie Thorne  
Reference: 31213209  
Email:  
kcc.information@email.icasework.com  
Date: 31 August 2022

Dear Mr Williams

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000 relating to Children's and Adult's Social Care. Please see the response provided below:

***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)***

*Children's Social Care response:*

*Liquidlogic LCS*

*Adult's Social Care response:*

*This information is available on our Contract Register - [Contract details \(due-north.com\)](https://due-north.com)*

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

*Children's Social Care response:*

*All aspects of case management for Children's Social Care, this includes uploaded documents. Finance payments (providers and direct payments) are managed through a linked system called ContrOCC that is integrated with LCS.*

*Adult's Social Care response:*

*This information is available on our Contract Register - [Contract details \(due-north.com\)](https://due-north.com)*

***3. How long you have been using the system for***

*Children's Social Care response:*

*Since December 2013.*

*Adult's Social Care response:*

*This information is available on our Contract Register - [Contract details \(due-north.com\)](https://due-north.com)*

***4. When the current contract for the system expires***

*Children's Social Care response:*

*March 2028.*

*Adult's Social Care response:*

*This information is available on our Contract Register - [Contract details \(due-north.com\)](https://due-north.com)*

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

Children's Social Care response:

Hosted by KCC, managed through our KCC-owned ICT supplier - Cantium Business Solutions.

Adult's Social Care response:

The system is hosted by the supplier.

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

Children's Social Care response:

System admin is through our KCC-owned ICT supplier, Cantium Business Solutions. System training is provided within the children's directorate.

Adult's Social Care response:

The product is supported and maintained by an external ICT support function but configured by a Team located within the service area.

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

Response for both Adult's and Children's Social Care:

KCC can confirm that we hold the requested information. However, if released into the public domain, it would be prejudicial to commercial interests, it would hinder fair competition and could give rival companies an advantage. Therefore, under Section 43(2) of the Freedom of Information Act 2000 which states that information is exempt if its disclosure would or would be likely to prejudice the commercial interests of any person, we are not obliged to disclose this information.

For your convenience, please see Appendix 1 for further details of this exemption.

Section 43(2) is a qualified exemption and therefore subject to the public interest test, weighing the case for and against disclosure.

KCC acknowledges the public interest in openness and transparency, however there is a strong public interest against disclosure if it could be prejudicial to any person/company.

KCC have considered the public interest arguments both for and against disclosure, and we consider the public interest in maintaining the exemption outweighs the public interest in disclosure at this time.

**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.**

Children's Social Care response:

We have numerous training sessions that are held virtually over Microsoft Teams. These are as follows:

Social Worker: 6.5 hours

Social Work Assistant: 3 hours

Admin: 3.5 hours

*As well as providing bespoke 1:1 sessions for Managers, ContrOCC and refresher courses.*

*E-Learning is also provided, and each new applicant will need to complete this before being booked onto a training session. The time spent will be dependent on how long each applicant takes, but the average is about 3 hours.*

**Adult's Social Care response:**

*10 Hours – When most systems users start in Adult Social Care, they complete 2 hours Mosaic e-learning and attend 7 hours virtual remote Mosaic training. Most training is offered remotely unless otherwise requested. This is only the setup offer and is not ongoing unless the staff member changes their role and responsibility within Mosaic, or if there are significant changes to Mosaic, then more training will be offered.*

If you are unhappy with this response, and believe KCC has not complied with legislation, you have 40 working days from the date of this response to ask for a review. You can do this by following our complaints process; details can be found at this link <https://www.kent.gov.uk/about-the-council/complaints-and-compliments#tab-10> on our website. Please quote reference 31213209.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <http://ico.org.uk/concerns>

I will now close your request as of this date.

Yours faithfully

Mollie Thorne  
Information Access Officer  
Strategic and Corporate Services

**Appendix:**

**Appendix 1-**

Section 43 - Commercial interests.

- (1) Information is exempt information if it constitutes a trade secret.
- (2) 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).
- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).