

Our ref: 579133
4 December 2017

Mr V Choksi
???

Freedom of Information Act 2000

Dear Mr Choksi

This request is being handled under the Freedom of Information Act 2000.

Request

1. does your local authority use a bespoke IT software system to record/manage social care activities i.e. case management system for adult & children services?
2. if no, is there ongoing planning to purchase a bespoke software system or develop in house system in the near future?
3. Describe the brief information of the current software system in use?
4. what is the name of the software system (product name) and which company is it purchased from?
5. is this software system purchased outrightly or on contractual basis ? specify details.
6. what was the total capital cost of purchasing or developing this software system?
7. What are the ongoing development and maintenance costs since purchase (annually)?
8. what is the structure of technical team managing this software system?

Response

1. **Yes**
2. **N/A**
3. **CareFirst, supplied by OLM is our case management system.**
4. **CareFirst, supplied by OLM**
5. **Contractual**

PSS Central

Directorate for People
Birmingham City Council

Telephone 0121 464 0085/0121 303 4720/464 5180
Email: xxxxxxxxx@xxxxxxxxxx.xxx.xx

6. Commercial costs of CareFirst are not subject to FOI as it is purchased via Service Birmingham *
7. Commercial costs of CareFirst are not subject to FOI as it is purchased via Service Birmingham *
8. *This is jointly managed by Service Birmingham and technical support team (subject matter experts) from BCC ICT & D Services Team*

* Questions in relation to CareFirst are not subject to FOI as the contract is held by Service Birmingham. Service Birmingham won the contract that went through an OJEU process in 2006 to exclusively supply ICT to BCC. The contract with Service Birmingham was extended in April 2011 and ends in 2021.

Please quote the reference number 579133 in any future communications.

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 two months of the date of receipt of the response to your original letter and should be addressed to:

Corporate Information Governance Team
PO Box 16366
Birmingham
B2 2YY
Email: xxxxxxxxxxxxx@xxxxxxxxxx.xxx.xx

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF.
Telephone: 01625 545 700
Website: www.ico.gov.uk

I will now close your request as of this date.

Yours sincerely

PSS Central
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Strategic Services

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