



City of Westminster

Mr Bobby Frazier

Childrens Services - Delivery Unit
Westminster City Council
Westminster City Hall
10th Floor East
64 Victoria Street
London
SW1E 6QP

Our ref: 2292235

Your ref:

Date: 2 August 2016

Dear Mr Frazier

Freedom of Information Act 2000

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

I wish to make a Freedom of Information request about Children's Centre Management Systems and Early Help Case Management Systems.

Do you have a Children's Centre Management System?

Yes. We use E Start.

Do you have an Early Help Case Management System?

Yes. We use Westminster Council version of Frameworki.

Who provides these systems and when are the contracts up for renewal?

E Start is provided by CAPITA on a yearly rolling contract.

Frameworki is provided by Servelec Corelogic. Contract is up for renewal in 2018.

How many Children's Centres are in your borough?

3 Designated statutory children's centres 2015/2015

In 2016 there are 12 sites where Children's Centre services can be accessed, but for the purpose of
Ofsted registration there are 3 registered Children's Centre hubs, covering the 12 sites.

Who is in charge of purchasing these systems? Please supply their email address and phone number.

Cathy Diver xxxxx.xxxxx@xxxx.xxx.xx, ICT Service Manager, 020 7361 2297

Where can I find a copy of the boroughs Troubled Families Outcome Plan?

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:

Knowledge and Information Management Team
Westminster City Hall
10th Floor East
64 Victoria Street
London
SW1E 6QP
xxxx@xxxxxxxxxxxx.xxx.xx

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. Further information is also available from the Information Commissioner at:

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

Tel: 0303 123 1113 or 01625 54 57 45

Fax: 01625 524510

Web: www.ico.org.uk

I will now close your request as of this date.

Yours sincerely

Customer Care and Complaints Team