

Rita Gillespie

**Adults Social Care**  
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Telephone: 0300 123 5500  
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Date: 22 September 2021  
Our Reference: 12983668  
Your reference: request-793145-c090056b@whatdotheyknow.com

Dear Rita Gillespie

**Information Request - 12983668 - Civica Paris**

I am responding to your request for information, which has been considered under the Freedom of Information Act 2000 (FoIA) and logged as case 12983668.

Your request is as follows:

*Dear Cheshire East Council,*

*Can you please confirm whether you are currently using or have previously used the Civica Paris as a social care case management system?*

*If so, please confirm whether this was Children's or Adult Services or both?*

*Please confirm whether it is still operational?*

*If it's not still operational, please confirm the approximate date (year only) it was decommissioned?*

*If you have replaced Civica Paris with another case management system, please state whether you have any residual legacy data from Paris archived / stored anywhere other than the replacement case management system?*

*If you still have legacy data from Paris:*

*How is it stored (i.e. what application or platform is used)?*

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*How frequently data is accessed, for what purpose & by whom (high-level info only)?*

*The overall estimated total cost of maintaining this archive?*

*Whether issues associated with storing social care legacy data are recorded on a departmental or corporate risk register?*

*Yours faithfully,*

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I can confirm that Cheshire East Council holds the information you have requested. I have detailed below the information that is being released to you.

*Can you please confirm whether you are currently using or have previously used the Civica Paris as a social care case management system?*

Yes

*If so, please confirm whether this was Children's or Adult Services or both?*

Both

*Please confirm whether it is still operational?*

No

*If it's not still operational, please confirm the approximate date (year only) it was decommissioned?*

Children - 2014

Adults - 2016

*If you have replaced Civica Paris with another case management system, please state whether you have any residual legacy data from Paris archived / stored anywhere other than the replacement case management system?*

We have no archived database

*If you still have legacy data from Paris:*

*How is it stored (i.e. what application or platform is used)?* n/a

*How frequently data is accessed, for what purpose & by whom (high-level info only)?* n/a

*The overall estimated total cost of maintaining this archive?* n/a

*Whether issues associated with storing social care legacy data are recorded on a departmental or corporate risk register?* n/a

Please quote the reference number 12983668 in any future communications.

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Please note that an anonymised copy of this response may be published in the Council's Disclosure Log, which is available online at the following address: [www.cheshireeast.gov.uk/foi](http://www.cheshireeast.gov.uk/foi)

If you are not satisfied with the outcome of your request or if you are not happy with the way your request has been handled, you can request an internal review. Internal review requests should be submitted within 20 working days of our response by emailing [foi@cheshireeast.gov.uk](mailto:foi@cheshireeast.gov.uk) or in writing to Compliance & Customer Relations Team, Cheshire East Council, 1st Floor, Westfields, c/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ.

If you are not content with the outcome of the internal review, you then have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; Tel: 0303 123 1113; Fax: 01625 524510 or <https://ico.org.uk> The Information Commissioner will not normally investigate your case until the Council's internal review process has been completed.

Yours faithfully

Nick Yarwood  
Team Manager (BSF)  
Cheshire East Council

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