

Head of Complaints, Members
Enquiries & Information Governance

Mr Jacob Krendrel
[request-446038-
ef830aea@whatdotheyknow.co
m](#)

Our ref: FOI/ E29867

Ask for: Information Governance

Date: 11/12/2017

Tel: 020 8430 2000

Fax: 020 8430 1504

Email:

information.governance@newham.gov.uk

Dear Mr Krendel,

Freedom of Information Act 2000
Request for Information: Information Provided
Subject: Social Care Case Management Software

We write with regard to your recent enquiry for information held by the Council under the provisions of the Freedom of Information Act 2000. We trust that the information provided is satisfactory.

For future reference we publish information on our website, including the Freedom of Information Publication Scheme and summary of Freedom of Information requests and responses that may be of help to you in searching for information. Our website is mentioned above.

It is important to note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 the Council asks not to receive unsolicited marketing communication.

Request

1. Are you currently implementing a new Adult Social Care Case Management Software – Yes/No
2. If yes you are implementing a system then please provide what Adult Social Care Case Management Software are you implementing and when is the planned go-live date of all functionality as per the tender?
3. Is this the same with the dates on the tender documents? If not what is the difference
4. Have there been any additional costs outside the original contract for the implementation? If yes, please specify
5. If No you are not implementing an Adult Social Care Case Management Software, with regard to the last system you implemented how long in months from contract award date did the software to go live and the previous case management to be switched off?

Response

1. No
2. N/A
3. N/A
4. N/A
5. The Council went live with AzeusCare Social Care System on 23rd October 2017.
The contract was awarded July 2014.

If you require any further information or are not happy with our response please do not hesitate to contact a member of our team on (020) 8430 2000 or email us at information.governance@newham.gov.uk.

Yours sincerely,

Complaints, Members Enquiries and Information Governance
Newham Council