

**Mr Jacob Krendel**  
[request-446038-ef830aea@whatdotheyknow.com](#)

Our ref: FOI/ E30288

Ask for: Information Governance

Date: 05/03/2018

Tel: 020 8430 2000

Fax: 020 8430 1504

Email:

[information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

Dear Mr Krendel,

**Freedom of Information Act 2000**  
**Request for Information: Information Provided**  
**Subject: Social Services System**

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**

To clarify, with regard to the last system you implemented, can you please provide these exact dates:

1. The exact date on which you signed the contract for the new system.
2. The exact Go-Live date by the winning supplier specified in the tender.
3. The exact Go-Live date by the winning supplier in their proposal.
4. The exact date the system went live across all services.
5. The exact date when the legacy system was switched off or you stopped paying maintenance for the system.

## Response

1. 17<sup>th</sup> July 2014.
2. No date specified.
3. No date specified.
4. 23<sup>rd</sup> October 2017.
5. The legacy system has not been switched off. Available to users as read only. It will be switched off end of March 2018.

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](mailto:information.governance@newham.gov.uk).

Yours sincerely,

**Information Governance**  
Newham Council