

Enquiries to: Freedom of Information Coordinator  
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Our Ref: RBK 217 / 1718

Mr Hywel Martin  
[request-446045-84eae3ab@whatdotheyknow.com](mailto:request-446045-84eae3ab@whatdotheyknow.com)

12 December 2017

Dear Mr Martin,

## **Request for information under the Freedom of Information Act 2000**

### **Request**

Re: Royal Borough of Kingston upon Thames

1. Are you currently implementing a new Children's Social Care Case Management Software – Yes/No?
2. If yes, you are implementing a system, then please provide what Children's 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? Have there been any additional costs outside the original contract for the implementation? If yes, please specify.
4. If No, you are not currently implementing a Children's 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?

### **Our Response**

1. No, we are not currently implementing a new Children's Social Care Case Management Software, however, we have recently re-tendered for our Social Care Case Management System and awarded the contract in August 2017.

2. N/A
3. N/A
4. For Royal Borough of Kingston it was 18 months (as the system was new to meet ICS requirements between 2004 and 2006). Previous Case Management system continued to be used by Adults services for a further 3 years.

Yours sincerely,

Chantelle Elliott  
Information Governance Support Officer