



Northamptonshire County Council

By Email
Michelle Pearson
request-635695-84e09278@whatdotheyknow.com

Please ask for: Freedom of Information
Tel: 01604 368360
Our ref: FR9746
Your ref:
Date: 11th February 2020

Dear Ms Pearson,

Information Request: FR9746

Thank you for your Freedom of Information request dated 17th January 2020. Your request has been dealt with under the Freedom of Information Act and is detailed below in italics with our response in bold.

(Please note the extract below has been taken directly from your original information request and is unedited).

I am writing to you under the Freedom of Information Act 2000 to request the following information.

Please could you provide answers the following questions in Microsoft Excel format with one worksheet for Adults Service and one Childrens Services:

Q1. Which IT systems are used in the department specifically to provide core case management systems and any other supporting software holding information on individuals supported by your adults/children care services? For example, document management, RAS etc. Please provide name of system, supplier and type. e.g core case management system, electronic document management etc.

Q2. For each system identified in Q1 please could you let us know how many users their are?

Q3. For each system identified in Q1 please could you let us know when each of these systems were first implemented and how much has been spent on them each year for the last 5 years? Please breakdown the total cost of each into licence fees, annual support, professional services (training, implementation, consulting etc).

Q4. For each system identified in Q1 please could you let us know what the length of the current contract is and the date the contract ends?

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Northamptonshire
County Council

Please could you provide the answers to these questions above in Microsoft Excel format with a separate worksheet for Adults and Childrens, please could you use the following Row titles and a Column for each system? (happy to provide a template as below if required).

System Name
Supplier
Type of System
Number of Users
System Go Live Date
Length of Current Contract (years)
Current Contract End Date
Yr1 (FY2015/16) Licence Fee
Yr1 (FY2015/16) Professional Services
Yr1 (FY2015/16) Support and maintenance
Yr2 (FY2016/17) Licence Fee
Yr2 (FY2016/17) Professional Services
Yr2 (FY2016/17) Support and maintenance
Yr3 (FY2017/18) Licence Fee
Yr3 (FY2017/18) Professional Services
Yr3 (FY2017/18) Support and maintenance
Yr4 (FY2018/19) Licence Fee
Yr4 (FY2018/19) Professional Services
Yr4 (FY2018/19) Support and maintenance
Yr5 (FY2019/20) Licence Fee
Yr5 (FY2019/20) Professional Services
Yr5 (FY2019/20) Support and maintenance

Our Response

The Freedom of Information Team has been provided with the following information in response to your recent request on behalf of Northamptonshire County Council (NCC).

Please see attached.

CareFirst is used by both Adult and Children's Services.

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If you are unhappy with the response, you can ask the Council to review it. To do this please write to the address below:

Luiza Morris-Warren
Reviewing Officer
Northamptonshire County Council
One Angel Square
Angel Street
Northampton

NN1 1ED

Email dataprotection@northamptonshire.gov.uk

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Or, if you have any complaints in respect of your information request please complete the on-line comments form that can be found at www.northamptonshire.gov.uk, along with a full set of guidance.

Yours sincerely

Freedom of Information/Data Protection Team
Northamptonshire County Council
E-Mail- freedomofinformation@northamptonshire.gov.uk