



Michelle Pearson

By email: request-635668-2f0f8cc1@whatdotheyknow.com

Please ask for: Brian Porter

Direct Dial No: 01463 702805

Our Ref: HC0226-6686

Date: 2 April 2020

Dear Ms Pearson,

**REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION
(SCOTLAND) ACT 2002**

I refer you to your request for information regarding **IT systems used by Adults and Childrens Services**. You have asked:

“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?”

Please note that, following the integration of Health and Social Care in April 2012 Adult Social Services transferred to NHS Highland. Therefore, under Section 17 of the Freedom of Information (Scotland) Act 2002 we cannot release the information about Adult Social Services as we do not hold this information.

Please contact the NHS Freedom of Information team at the following email address: High-UHB.FOIRequestsHighland@nhs.net.



Please see separate spreadsheet with The Highland Council's response in respect of Children's Services.

Under Section 20 of the Freedom of Information (Scotland) Act 2002, you have the right to request that the Highland Council reviews any aspect of how it has dealt with your request. This requirement for review should be put in writing to the Freedom of Information Officer, Chief Executive's Office, Glenurquhart Road, Inverness IV3 5NX, within 40 working days of receipt of this letter. The request should include details of the information requested and the aspects of the Highland Council's response which you are not satisfied with.

If you are subsequently dissatisfied with the outcome of the Council's review, you have the right to appeal to the Scottish Information Commissioner under Section 47 of the Act, within six months of receiving the Council's review response.

Further guidance on information request reviews and right to appeal can be found on the Scottish Information Commissioner website at www.itspublicknowledge.info.

Yours sincerely,

Brian Porter
Head of Resources
Care and Learning
The Highland Council