



## Information Resilience and Transparency

Please ask for: Carly Wattle

FOI Reference: 3991166

Phone: +443000417061

Email:

□□□. □□□□□□□□ @ □□□□. □□□□□□. □□

Date: 22 November 2018

Dear Mr Proctor

## Freedom of Information Act 2000

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000, relating to the social care system. Please see the response provided below:

**Q1: When is the replacement system due to go live?** - *The project plan for the implementation of Mosaic is currently under review by the Project Board.*

**Q2: What financial penalties will the council apply to Servelec Corelogic if this goes live late? - Any penalties would depend on whether the delay is caused by Servelec HSC the Council or both.**

**Q3: What is the current annual support charge from OLM for this system? Please provide the figures for financial years 2015/16, 2016/17 and 2017/18 - We paid Northgate Information Solutions UK Limited the following amounts:**

2017/18 - £167,024.36

2016/17 - £167024.36

2015/16 - £158,881.85

**Q4: If the Servelec Coreologic implementation is late, what charges will the council have to pay to OLM?** - *The SWIFT/AIS contract is due to end at the end of April 2019. If an extension was required, this would be the subject of negotiation between KCC and OLM.*

If you are unhappy with this response, and believe KCC has not complied with legislation, you have 40 working days from the date of this response to ask for a review. You can do this by following our complaints process; details can be found at this link <https://www.kent.gov.uk/about-the-council/contact-us/complaints-and-feedback#tab-7> on our website. Please quote reference 3991166.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <http://ico.org.uk/concerns>

Yours sincerely

Carly Wattle  
Information Access Officer