



Peter Briggs

Information Management  
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**Email** brucegreen@warwickshire.gov.uk

**Please ask for Bruce Green**

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**Our ref:** 7408248

**Your ref:**

**Date:** 21st March 2022

Dear Peter Briggs

**Freedom of Information Act 2000**

Your request for information has been considered by Warwickshire County Council under the Freedom of Information Act 2000.

I can confirm that some of the information you have requested is held by Warwickshire County Council.

However, please be advised we are unable to provide all of the information you have requested. This is because some of the information is not held by Warwickshire County Council.

Please see below for further details and explanation.

***You asked us:***

***Under FOI please provide the following information relating to how the Council rosters its staff and / or monitors the service delivery, for the adult social care services it is responsible for:***

***Q1. Regarding Electronic Homecare / Reablement Rostering / Scheduling and Visit Monitoring (including via a mobile app which also enables electronic rota delivery to, and feedback captured by, the care workers):***

***a) Does the Council have any plans to procure an Electronic Homecare / Reablement Rostering / Scheduling cloud software solution for scheduling care services to be undertaken by its in-house adult social care services, informing staff of their rotas and recording the visit attendance by the Council's in-house***

**staff and / or capturing feedback (e.g. the outcomes achieved, medications dispensed), supporting its social care service users, primarily but not restricted to only domiciliary care / reablement) in:**

**i) 2021/2022, or;**

**ii) 2022/23, and if so when;**

This information is not held by Warwickshire County Council.

Please note: Whether the Council decides to procure a new system or not is yet to be determined, as the initial term of the current contract ends in July 2023 with an option to extend the contract for a further 24 months.

**b) via which procurement route, and;**

This information is not held by Warwickshire County Council.

Please note: This is yet to be decided.

**c) provide the contact name for the relevant procurement lead OR if Council privacy policy so requires, the name of the department leading the procurement within the Council, as well as an indication if, and when / how, the Council intends to contact or is willing to engage with the market, plus;**

The Reablement Service will lead the procurement and may decide to conduct some soft market testing before deciding whether or not a procurement exercise is necessary.

**d) if the Council would be interested in receiving information in this regard and the department / contact name to whom the information should be sent?**

Warwickshire County Council does not routinely receive information outside of any pre-market engagement exercise. The Council advertises its opportunities via its e-procurement portal (CSW-Jets), and we suggest that organisations interested in bidding register on the portal. Registration on the portal is free and can be accessed via the link below:

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

Please note: The portal also covers opportunities let by; Coventry City Council, Solihull Metropolitan Borough Council and the District and Borough Council's within Warwickshire.

**Q2. Does the Council have an existing Electronic Homecare / Reablement Rostering / Scheduling on-premise or cloud software solution and if so can the Council please:**

**a) advise the supplier, and name of the solution, as well as;**

The Electronic Homecare / Reablement Rostering / Scheduling solution currently used by the Council is provided by 'Servelec' via 'Total Mobile', and is their own reablement rostering system.

***b) the current expiry date of the contract under which it is purchased?***

The expiry date of the contract is 23rd July 2023, with an option to extend for an additional 24 months.

***Many thanks.***

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of the response to your original letter and should be addressed to:

Information Management  
Shire Hall  
Warwick  
CV34 4RL  
[inforights@warwickshire.gov.uk](mailto:inforights@warwickshire.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Phone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

I will now close your request as of this date.

Yours faithfully

Bruce Green  
Information Rights Officer