

Peter Briggs

WDTK

Trevor Tench
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Ref: 11109029
Date: 22 May 2023

Dear Peter Briggs

Freedom of Information Act 2000

Thank you for your request for information dated 25 April 2023 which the Council received by email. The information that you have requested is provided below. I have reproduced each of your questions below with the response to each for ease.

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) 2023/2024, or;

Yes, we will be looking to start the market research and engagement.

ii) 2024/25, and if so when;

In the next 1-2 months.

b) via which procurement route, and;

This is yet to be determined, however, based on the previous tender, it is likely that we will use the existing ESP Framework as agreed by our Procurement colleagues in STAR Procurement.

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 Head of Service for Adults responsible for this is Alison White. In terms of market engagement, this will be agreed in the next 1-2 months when a plan is formalised.

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?

Yes, please send information to Alison White at alison.white@tameside.gov.uk

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;

CM2000 – HAS Technology.

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

March 2024.

If you have any queries about this letter, please do not hesitate to contact me.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the Council's decision, you may do so within 40 working days of the date of this response. Please email foi@tameside.gov.uk or write to Suzanne Antrobus, Head of Legal Services, at PO BOX 317, Ashton under Lyne, OL6 0GS.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Commissioner cannot normally make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF and at www.ico.org.uk.

Yours sincerely,

Trevor Tench
Head of Commissioning Adult Social Care