

**Date: 08 December 2017**

**Ref: FOI10240**

Dear Requester

Thank you for your request for information dated 12 November 2017 about information on how the council rosters its staff. We have dealt with this under the Freedom of Information Act 2000.

### **Response**

The council holds the information requested and the answers to your questions are as follows:

**Under FOI please provide the following information relating to how the council rosters its staff.**

**Does the council currently use rostering software?**

**Please state the name(s) of all rostering software used, split by the following departments. Where no rostering software is used, please explain how these staff are rostered:**

- a. Adult Services (specifically Care Professionals involved in the delivery of Adult Care)**
- b. Children Services (specifically Care Professionals involved in the delivery of Child Care)**
- c. Education (teaching Staff) ,**
- d. Environmental**
  - Trading Standards**
  - Noise and & Nuisance**
  - Food Safety**
  - Pest Control**
- e. Other (please specify)**

**Does the council store its rostering data on its own servers or in the Cloud? Again please provide this information for each of the following staffing groups: a. Adult Services, b. Reablement Team c. Children Services, d. Education, e. Environmental, e. Other (please specify)**

**What other rostering systems are used by the council? Please state the names of any providers used and what they are used for**

**Please provide details of contract duration and when they expire**

Our services (as mentioned above) do not have rostering systems, as there is no requirement for rostering or any systems to be in place. The exception is our customer service team 'contact Camden' - which currently uses a system called Vantage point by a company named Pipkins

- the software is not cloud based
- we are no longer in contract and are currently on a rolling basis



**Further Information:**

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

**Your Rights**

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to [foireviewx@xxxxxx.xxx.xx](mailto:foireviewx@xxxxxx.xxx.xx) or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at [casewxxx@xxx.xxx.xx](mailto:casewxxx@xxx.xxx.xx) telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website [www.ico.org.uk](http://www.ico.org.uk) may be useful.

Yours sincerely

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