



Please ask for: Katy Adams
Reference: 37098085
Email:
kcc.information@email.icasework.com
Date: 15 May 2023

Dear Mr O'Riley

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000 relating to Social Care Systems and Subject Access Requests. Please see the response provided below:

1. Who is the supplier of your current Adults social care case management system?

Access Group.

2. Do you have any plans to replace this system in the next 3 years?

There are no plans to replace in next three years.

3. Who is the supplier of your current Adults social care finance system?

The supplier of the Mosaic Provider Portal (MPP), which processes all ASC provider payments, is the Access Group. The MPP feeds all the processed payment data into the corporate finance system which is Oracle.

4. Do you have any plans to replace this system in the next 3 years?

There are no plans to replace MPP in the next three years.

5. Who is the supplier of your current Children's social care case management system?

LiquidLogic Children's System.

6. Do you have any plans to replace this system in the next 3 years?

No.

7. Who is the supplier of your current Children's social care finance system?

ContrOCC from OCC, contracted through LiquidLogic.

8. Do you have any plans to replace this system in the next 3 years?

No.

9. Who is the supplier of your current Education system?

Synergy from The Access Group.

10. Do you have any plans to replace this system in the next 3 years?

No.

11. Do you have a backlog of Children's social care Subject Access Requests?

Yes.

12. If so, approximately how many and what is the estimated date that this backlog will be cleared?

Out of the 104 open Subject Access Requests as at 3 May 2023, 57 are overdue and 47 are due on 3 May 2023. Of the 57 overdue requests, 39 are ones relating to records held by Children, Young People & Education Directorate, specifically 15 Children's Social Care, 16 Early Help & Preventative Services and 8 Education Teams.

There has never been a dedicated resource for the location and collation of records to satisfy Subject Access Requests and resourcing issues have exacerbated delays.

Many teams are struggling to deliver statutory frontline services, which must always take priority over other regulatory obligations. There is no spare budget to address resourcing issues, so KCC does not hold information to speculate when the backlog will be cleared.

13. Do you use eLearning tools to support the use of your Children's and / or Adults Social Care case management systems?

Children's: Yes.

Adults: Yes.

14. If so, please specify. If not, do you have any plans to procure such tools in the next three years?

In Children's, our system training team write their own e-learning.

Adults: MeLearning.

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/complaints-and-compliments#tab-10> on our website. Please quote the reference number 37098085 in any future communications.

If you remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with both the Freedom of Information Act 2000 and Environmental Information Regulations 2004. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <https://ico.org.uk/make-a-complaint/>, or you can phone the ICO Helpline on 0303 123 1113.

I will now close your request as of this date.

Yours sincerely

Katy Adams
Information Access Officer
Chief Executive's Department