

Request:

- Who provides your IT social services solution for your Adults department?
- What is the cost of the associated contract?
- When is this contract due to expire?
- Who provides your IT social services solution for your Children's department?
- What is the cost of the associated contract?
- When is this contract due to expire?
- What do you use for your resource allocation system? (Is it in-house or some other system?)
- If applicable, what e-market place solution do you use?
- If applicable, what call monitoring solution do you use?

Response:

This information is exempt from disclosure in answer to this request under section 21, information accessible to the applicant by other means.

This is because this information has been provided in answer to previous Freedom of Information requests, references RFI 130338 and 131006, the responses to which can be found on the Council's disclosure log at the following link:

http://www.northtyneside.gov.uk/foi-disclosures.shtml?p_subjectCategory=847