

17 June 2019
Our ref: 5325428

Thank you for your request received on 17 May 2019, for the following information:

Adults systems

What case management system do you use for adult social care?

What is the annual support charge for the systems (including the finance modules)?

When is the contract for the case management system up for renewal?

Please provide the please provide name(s), email(s) and telephone number(s) of the individual responsible for the Adults Case Management System within your organisation.

Do you have a web based directory of services/eMarketplace for adult social care?

Is this directory / eMarketplace developed in-house or by an external provider?

If an external provider please provide the name of the supplier?

If an external provider please provide the renewal date for the contract

What is the annual support cost for your directory/eMarketplace?

Are there any plans to review provision of your directory / Marketplace?

Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the directory / eMarketplace within your organisation

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet because Our Case Management system is run and managed under contract with Capita.

We have provided answers to your request below showing where we do not hold the information requested.

Adults systems

1. What case management system do you use for adult social care?

The system used in Adults is Mosaic by Core Logic. Family services use LCS by Liquid Logic. The systems are supplied by Capita who hold both supplier contracts and manage infrastructure under the current 10 Year outsource contract.

<https://open.barnet.gov.uk/dataset/customer-and-support-group-csg-contract>

2. What is the annual support charge for the systems (including the finance modules)?

The principle system vendors support the case management systems as appropriate under maintenance contracts held by Capita. The Hardware, Technical, System support and other aspects of running the system are provided directly by Capita under the current outsource contract.

3. When is the contract for the case management system up for renewal?

The systems are supplied by Capita who hold both supplier contracts and manage infrastructure under the current 10 Year outsource contract due to finish 2023.

4. Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the Adults Case Management System within your organisation.

Client side: Elissa Rospigliosi, Head of Performance & Improvement, Community and Well Being, Adults Social Care Services

email: Elissa.Rospigliosi@Barnet.gov.uk Tel: 020 8359 7158

5. Do you have a web based directory of services/eMarketplace for adult social care?

No

a. Is this directory / eMarketplace developed in-house or by an external provider?

N/A

b. If an external provider please provide the name of the supplier?

N/A

c. If an external provider please provide the renewal date for the contract

N/A

6. What is the annual support cost for your directory/eMarketplace?

Information not held

7. Are there any plans to review provision of your directory / Marketplace?

No

8. Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the directory / eMarketplace within your organisation.

N/A

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) The London Borough of Barnet, North London Business Park, Oakleigh Road South, London, N11 1NP

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.