



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
8 January 2020  
Our ref: 5867132

Thank you for your request received on 5 December 2019, for the following information:

**I am writing to you under the Freedom of Information Act to request the following information:**

- 1. Name of Authority**
- 2. Do you currently have an electronic record system(s) in place for social care case management?**
- 3. Do you have a case management system for**
  - a. Childrens Services,**
  - b. Adults Services or**
  - c. both?**
- 4. If yes what is the name of your system and provider for each service?**
- 5. How much are you currently spending on this system annually for licensing and support fees?**
- 6. How many users does your case management system have? (an estimation if unsure)**
- 7. How is your system hosted?**
- 8. What is the date of contract expiry for the system(s)?**
- 9. Are you currently reviewing your system?**
- 10. If yes, who is the person responsible for conducting that review?**
- 11. Do you intend to go to tender for a new system (if applicable)?**
- 12. If yes, when will this be?**
  - a. 2020,**
  - b. 2021**
- 13. If yes what procurement route do you intend using:**
  - a. Open Tender**
  - b. Framework**
  - c. Other**
- 14. If you intend to use a framework what framework will it be**
- 15. What is the name and email address of the person responsible for the IT strategy in your authority?**
- 16. What is the name and email address of the person responsible for procurement of Social Care systems in your authority?**

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

## **Response**

The council holds the information requested and the answers to your questions are below

I am writing to you under the Freedom of Information Act to request the following information:

### ***1. Name of Authority***

London Borough of Barnet

### ***2. Do you currently have an electronic record system(s) in place for social care case management?***

Yes

### ***3. Do you have a case management system for a. Childrens Services, b. Adults Services or c. both?***

Yes to a and b

### ***4. If yes what is the name of your system and provider for each service?***

Adult Services use Mosaic and Corlogic.

Family Services use LiquidLogic

### ***5. How much are you currently spending on this system annually for licensing and support fees?***

The contract is managed by Capita who pay licensing and support fees for this product

### ***6. How many users does your case management system have?***

LiquidLogic 350

### ***7. How is your system hosted?***

The adults case management system is housed on a Capita data centre at Spring Park

which has a high resilience DR connected to another Capita data centre at Cody Park

The Family Services case management system is on Internal Servers.

**8. What is the date of contract expiry for the system(s)?**

The contract is managed by Capita who manage IT services on behalf of the London Borough of Barnet. The Capita contract can be found at the following link and expires in 2023.

<https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract>

**9. Are you currently reviewing your system?**

No

**10. If yes, who is the person responsible for conducting that review?**

N/A

**11. Do you intend to go to tender for a new system (if applicable)?**

N/A

**12. If yes, when will this be?**

**a. 2020, b. 2021**

N/A

**13. If yes what procurement route do you intend using: a. Open Tender b. Framework c. Other**

N/A

**14. If you intend to use a framework what framework will it be**

N/A

**15. What is the name and email address of the person responsible for the IT strategy in your authority?**

Barry May – Head of IT, email: [barry.may@barnet.gov.uk](mailto:barry.may@barnet.gov.uk)

**16. What is the name and email address of the person responsible for procurement of Social Care systems in your authority?**

Appy Reddy - Head of Adults Performance and Improvement email:  
[appy.reddy@barnet.gov.uk](mailto:appy.reddy@barnet.gov.uk)

Yogita Popat – Head of Family Services Performance and Improvement email:  
[yogita.popat@barnet.gov.uk](mailto:yogita.popat@barnet.gov.uk)

**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](http://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](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

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](http://www.ico.org.uk)). There is no charge for making an appeal.