



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
14 February 2020  
Our ref: 5973764

Thank you for your request received on 17 January 2020, for the following information:

**I am writing to you under the Freedom of Information Act 2000 to request the following information.**

**Please could you provide answers the following questions in Microsoft Excel format with one worksheet for Adults Service and one Childrens Services:**

**Q1. Which IT systems are used in the department specifically to provide core case management systems and any other supporting software holding information on individuals supported by your adults/children care services? For example, document management, RAS etc. Please provide name of system, supplier and type. e.g core case management system, electronic document management etc.**

**Q2. For each system identified in Q1 please could you let us know how many users their are?**

**Q3. For each system identified in Q1 please could you let us know when each of these systems were first implemented and how much has been spent on them each year for the last 5 years? Please breakdown the total cost of each into licence fees, annual support, professional services (training, implementation, consulting etc).**

**Q4. For each system identified in Q1 please could you let us know what the length of the current contract is and the date the contract ends?**

**Please could you provide the answers to these questions above in Microsoft Excel format with a separate worksheet for Adults and Childrens, please could you use the following Row titles and a Column for each system? (happy to provide a template as below if required).**

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

## **Response**

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exemptions apply to some of the information requested. The remaining information is not withheld and is below,

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***Q4. For each system identified in Q1 please could you let us know what the length of the current contract is and the date the contract ends?***

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Adults- Mosaic is the case management system and is also used for electronic document storage. The supplier is Servelec HSE. We currently have around 415 system users. Mosaic was first implemented on 1<sup>st</sup> April 2017.

We have a 10 year contract for Mosaic which runs until 2023 We are withholding spend details as this information is commercially sensitive.

We consider that the qualified exemption set out in Section 43 (Prejudicial to commercial interests) subsection 2 applies to the information requested. Therefore, we have decided to withhold the information.

In applying this exemption, we have had to balance the public interest in withholding the information against the interest in favour of disclosure.

#### **Factors in favour of disclosure**

- Transparency
- Legitimate public interest in understanding how public money is spent.

#### **Factors in favour of withholding**

- Necessity for the council to be able to negotiate the best deal with public money
- Disclosing individually negotiated contract prices would be likely to harm the commercial interests of the council and its contractors in a competitive market place and future competitive procurement

In all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Family Services use LiquidLogic with 350 users. This is provided as part of the Capita contract details of which can be found at:

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

### **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.

