



2 Bristol Avenue,
Colindale, NW9 4EW
21 January 2021
Our ref: 6929748

Thank you for your request received on 14 January 2021, for the following information:

The information requested is as below;

- * The system you are currently using for your social care (Adult/Children)**
- * The contract end dates for that system**
- * The number of users**
- * The value of those contracts**
- * If there are any plans to go to market for a new case management system?**
- The department / individual responsible for soft market research**

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

**** The system you are currently using for your social care (Adult/Children)***

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

Adults – Mosaic by Core Logic.

Childrens – LCS by LiquidLogic

**** The contract end dates for that system***

Children: Our support and maintenance contract runs until 31/3/2023

Adults: Our support and maintenance contract runs until 31/3/2023

**** The number of users***

Children: 500 users.

Adults: 500.

**** The value of those contracts***

The systems are supplied by Capita who hold both supplier contracts and manage infrastructure under the current 10 Year outsource contract which can be found

here: https://datapress-files.ams3.digitaloceanspaces.com/barnet/dataset/customer-and-support-group-csg-contract/2019-03-27T14%3A41%3A21/v24_Barnet_NSCSO_Model_Contract_Body_Final_unredacted_version_20131016.pdf?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=PGFSIURNB2RGEURH2EBZ%2F20210121%2Fams3%2Fs3%2Faws4-request&X-Amz-Date=20210121T104200Z&X-Amz-Expires=300&X-Amz-Signature=3473a264bed39b0d0f62ba14787047d3b4312ac400b8b22de332dceb8c11c109&X-Amz-SignedHeaders=host

Please also see our Financial Forward Plan for 2020/21
https://www.barnet.gov.uk/sites/default/files/financial_forward_plan_and_capital_programme.pdf

**** If there are any plans to go to market for a new case management system?***

The systems are supplied by Capita who hold both supplier contracts and manage infrastructure under the current 10 Year outsource contract - there are no current plans to go to market for a new system.

- The department / individual responsible for soft market research

Children: Performance, Improvement and Commissioning Service

Adults: responsibility assigned when necessary

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) 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). There is no charge for making an appeal.