

1 June 2021
Our ref: 7322256

Thank you for your request received on 10 May 2021, for the following information:

1) Could you please advise what case management systems (supplier's name/product name) you currently use for:

- a) Children's Social Care**
- b) Early Help/Early Intervention (Children, Young People & Families)**
- c) Education Service**
- d) SEND (Special Educational Needs & Disabilities - Children, Young People & Families)** If you are in the process of moving to a new case management system for any of the above services, please could you also tell me the name of the new system.

2) Could you please advise what customer platform you currently use to interact with external people (such as service users, suppliers or other professionals) in relation to:

- a) Children's Social Care**
- b) Early Help/Early Intervention (Children, Young People & Families)**
- c) Education Service**
- d) SEND (Special Educational Needs & Disabilities - Children, Young People & Families)** If you are in the process of moving to a new customer platform for any of the above services, please could you also tell me the name of the new system.

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

1) Could you please advise what case management systems (supplier's name/product name) you currently use for:

a) Children's Social Care

Liquid Logic (LCS)

b) Early Help/Early Intervention (Children, Young People & Families)

Liquid Logic (EHM)

c) Education Service

Synergy

d) SEND (Special Educational Needs & Disabilities - Children, Young People & Families) If you are in the process of moving to a new case management system for any of the above services, please could you also tell me the name of the new system.

Synergy

2) Could you please advise what customer platform you currently use to interact with external people (such as service users, suppliers or other professionals) in relation to:

a) Children's Social Care

Website and bespoke forms that link in with the service- Professional LCS portal – Liquidlogic Family portal is at project stage not yet implemented

b) Early Help/Early Intervention (Children, Young People & Families)

Website and bespoke forms that link in with the service– Liquidlogic Family portal is at project stage not yet implemented

c) Education Service

N/A, we do not have a customer platform for external contact.

d) SEND (Special Educational Needs & Disabilities - Children, Young People & Families) If you are in the process of moving to a new customer platform for any of the above services, please could you also tell me the name of the new system.

We're currently in the process of adopting Gateway

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.