

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
24 May 2023
Our ref: 9681892

Thank you for your request received on 25 April 2023, for the following information:

Dear Barnet Borough Council,

- 1. Who is the supplier of your current Adults social care case management system?**
- 2. Do you have any plans to replace this system in the next 3 years?**
- 3. Who is the supplier of your current Adults social care finance system?**
- 4. Do you have any plans to replace this system in the next 3 years?**
- 5. Who is the supplier of your current Children's social care case management system?**
- 6. Do you have any plans to replace this system in the next 3 years?**
- 7. Who is the supplier of your current Children's social care finance system?**
- 8. Do you have any plans to replace this system in the next 3 years?**
- 9. Who is the supplier of your current Education system?**
- 10. Do you have any plans to replace this system in the next 3 years?**
- 11. Do you have a backlog of Children's social care Subject Access Requests?**
- 12. If so, approximately how many and what is the estimated date that this backlog will be cleared?**
- 13. Do you use eLearning tools to support the use of your Children's and / or Adults Social Care case management systems?**
- 14. If so, please specify. If not, do you have any plans to procure such tools in the next three years?**

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

Caring for people, our places and the planet

Response

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

Dear Barnet Borough Council,

1. Who is the supplier of your current Adults social care case management system?

The Access Group

2. Do you have any plans to replace this system in the next 3 years?

No

3. Who is the supplier of your current Adults social care finance system?

The Access Group

4. Do you have any plans to replace this system in the next 3 years?

No

5. Who is the supplier of your current Children's social care case management system?

Liquidlogic

6. Do you have any plans to replace this system in the next 3 years?

No

7. Who is the supplier of your current Children's social care finance system?

ContrcOCC

8. Do you have any plans to replace this system in the next 3 years?

No

9. Who is the supplier of your current Education system?

Synergy/ Gateway
Integrated Youth Support Service (IYSS)

Access

Liquidlogic Children's Social Care System (LCS), Welfare Call & Asset

10. Do you have any plans to replace this system in the next 3 years?

No

11. Do you have a backlog of Children's social care Subject Access Requests?

No

12. If so, approximately how many and what is the estimated date that this backlog will be cleared?

N/A

13. Do you use eLearning tools to support the use of your Children's and / or Adults Social Care case management systems?

Adult Social Care - No
Family Services - Me Learning

14. If so, please specify. If not, do you have any plans to procure such tools in the next three years?

Not currently

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 Records & Information Management Service, Assurance Group, 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.