



Freedom of Information Request FOI2044

Request:

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?

Submitted on 05/12/19.

Response:

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

1. Name of Authority

North Tyneside

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

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- a. Childrens Services,
- b. Adults Services or
- c. both?

both

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

Liquidlogic LAS for Adults and LCS / EHM for Children.

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

£84,998 for LAS, LCS, EHM including online portals and the Controcc finance system. We also pay hosting costs of £59,758

6. How many users does your case management system have? (an estimation if unsure)

approx. 900

7. How is your system hosted?

by the supplier

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

Dec 2021 with option to extend for 2 years

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)?

Not at present

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



North Tyneside Council

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

We have an ICT Board that is responsible for ICT strategy.

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

Jan Hawley, jan.hawley@northtyneside.gov.uk