



Reference: FOI-603

**Request:**

1. Regarding Electronic Homecare/Reablement Rostering/Scheduling and Visit Monitoring (including via a mobile app which also enables electronic rota delivery to, and feedback captured by, the care workers):
  - a. Does the Council have any plans to procure an Electronic Homecare/Reablement Rostering/Scheduling cloud software solution for scheduling care services to be undertaken by its in-house adult social care services, informing staff of their rotas and recording the visit attendance by the Council's in-house staff and/or capturing feedback (e.g. the outcomes achieved, medications dispensed), supporting its social care service users, primarily but not restricted to only domiciliary care/reablement) in:
    - i) 2022/2023, or;
    - ii) 2023/24, and if so when;
  - b. via which procurement route, and;
  - c. provide the contact name for the relevant procurement lead OR if Council privacy policy so requires, the name of the department leading the procurement within the Council, as well as an indication if, and when / how, the Council intends to contact or is willing to engage with the market, plus;
  - d. if the Council would be interested in receiving information in this regard and the department / contact name to whom the information should be sent?
2. Rostering/Scheduling on-premise or cloud software solution and if so can the Council please:
  - a. advise the supplier, and name of the solution, as well as;
  - b. the current expiry date of the contract under which it is purchased?

**Response:**

1. a. The current contract expires in 2023/2024
- b. The procurement route has not yet been confirmed
- c. This information is refused in answer to this request under section 21, information accessible to the applicant by other means. The reason for this is that this information is published on the North Tyneside website here: <https://my.northtyneside.gov.uk/category/609/contact-procurement>  
The Authority has not yet confirmed the procurement route.

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d. Contact information can be found on our the North Tyneside website here:  
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2. a. Access Group CM2000

b. June 2023

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Date: 03/03/2023

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