

Reference: FOI0080

**Request:**

I would like to make a freedom of information request for answers to the following questions:

1. Which software applications do you use for children's social care, list all suppliers and software products

Liquidlogic, Controcc

2. What are the contract end dates for the systems you have named in answer to question 1 (if applicable)?

December 2021 with option to extend for 2 years

3. Are you planning on replacing any of the systems you have named in answer to question 1 (if applicable)?

Not in the immediate future, but requirements will be assessed nearer the end of the contract.

4. Who is the lead officer and the IT lead for the children's social care, please provide email addresses?

The IT lead is Jan Hawley, Information Systems Manager  
jan.hawley@northtyneside.gov.uk

5. Which software applications do you use for other aspects of children's services and education (i.e. non-social care), list all suppliers and software products

Capita One

6. What are the contract end dates for the systems you have named in answer to question 5 (if applicable)?

April 2021

7. Are you planning on replacing any of the systems you have named in answer to question 5 (if applicable)?

Not in the immediate future, but requirements will be assessed nearer the end of the contract.

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8. Who is the lead officer and the IT lead for the children/education services (non-social care), please provide email addresses?

The IT lead is Jan Hawley, Information Systems Manager .  
jan.hawley@northtyneside.gov.uk

9. How do you manage home to school transport? Do you use a specific software application or is a combination of other means? Please provide details of software all used.

We use an Access Database to manage the home to school transport and we are trialling Q-Routes to produce our routes.

10. What are the contract end dates for the systems you have named in answer to question 9 (if applicable)?

No contract end date for the Access Database. Q-Routes trail finish in September.

11. Are you planning on replacing any of the systems you have named in answer to question 9 (if applicable)? No

12. What is your annual travel budget for home to school transport?

The annual budget for Home to School Transport in 2018/19 is £1,952,656

13. How many children are currently in receipt of home to school transport? 747

14. How many individual taxi companies are utilised in your home to school transport provision?

There are 7 taxi companies, but we use sole traders and coach companies as well.

15. Who is the lead officer and the IT lead for the home to school transport, please provide email addresses?

The lead office is Barbara Patterson