



Reference: FOI0891

Request:

I'm writing to request information about electronic case management systems used by social workers at your local authority. Admin pressures are regularly cited as a key source of stress for social workers, so I am seeking to better understand the extent to which practitioners have access to modern systems and how able they are to access these on the move.

Part 1: children's social workers

1. What electronic case management software do your council's children's social work staff use?

Liquidlogic

2. When was it installed?

The system went live to users in February 2018.

3. If installed after 1 Jan 2014, how much did it cost the council?

There was one procurement for the Children's and Adult's systems, and some costs relate to both systems and cannot be separated into Adults' and Children's. The total cost of implementation for both systems was £873,157. This included all systems, portals and licensing, project management and implementation services, data migration and training.

4. What specific mobile devices, including tablets and phones (please state make and model) does your council issue children's social workers with?

Sony Xperia, Samsung J4, Alcatel 1, Alcatel 2035. iPad air. Latitude 5289

5. Can they access the case management system on these devices?

Yes

Part 2: adults' social workers

6. What electronic case management software do your council's adults' social work staff use?

Liquidlogic

7. When was it installed?

The system went live to users in November 2017.

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North Tyneside Council

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8. If installed after 1 Jan 2014, how much did it cost the council?

Please see response to question 3 above.

9. What specific mobile devices, including tablets and phones (please state make and model) does your council issue adults' social workers with?

Sony Xperia, Samsung J4, Alcatel 1, Alcatel 2035. iPad air. Latitude 5289

10. Can they access the case management system on these devices?

Yes.

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Page 2 of 2