



North Tyneside Council

Reference: RFI 1709044

Request:

Please could you inform me how much has been spent so far on the council's new homecare system, CM2000.

£275,153 (December 2015 to August 2017)

Could you also inform me since when the council began working on implementing this system and when it expects it to be rolled out.

As part of the roll out of new contracts for support to live at home, data is received from the CM2000 system of actual delivery and usage, this is used as part of performance management arrangements. The system has been in use since December 2015. The system is also used currently to schedule carer visits with the in-house Reablement Team. The full roll out of the system is expected after November 2017.

Please could you also inform me as to how much North Tyneside Council has spent on other past systems related to homecare, when these were withdrawn from use and from what date the council ceased paying for these systems.

Silverlink	£141,699	Not yet withdrawn (costs from April 2007 to September 2017)
Ezitracker	£175,935	From August 2010, payments ceased September 2016 – net cost incurred by the Authority

Information is not held on the exact date Ezitracker was withdrawn from use

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