



North Tyneside Council

Reference: FOI1783

Request:

Adults systems

What case management system do you use for adult social care?

Liquidlogic LAS

What is the annual support charge for the systems (including the finance modules)?

£43,901 including finance modules and online portal.

There is also a hosting cost of £59,758, which is for the Children's and Adults' systems together: we are not able to separate this cost.

When is the contract for the case management system up for renewal?

December 2023

Please provide the please provide name(s), email(s) and telephone number(s) of the individual responsible for the Adults Case Management System within your organisation

Jan Hawley, jan.hawley@northtyneside.gov.uk, 0191 643 8130

Do you have a web based directory of services/eMarketplace for adult social care?

We have a web based directory but not an e-marketplace

Is this directory / eMarketplace developed in-house or by an external provider?

The directory was developed in house and is integrated into the online portal.

If an external provider please provide the name of the supplier?

n/a

If an external provider please provide the renewal date for the contract

n/a

What is the annual support cost for your directory/eMarketplace?

There are currently no support costs as any maintenance is still being picked up internally.

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Are there any plans to review provision of your directory / Marketplace?

We are looking to improve the functionality of our service directory, but no firm plans are in place to review provision of our service directory.

Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the directory / eMarketplace within your organisation

Ruth Battey, ruth.battey@northtyneside.gov.uk, 0191 643 7350

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