



Information Governance Team

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)
Request ID: REQ06937**

Thank you for your request for information relating to systems used to access and manage citizen social care records.

You have requested the following information:

- 1. Which system do your staff use to access and manage citizen records? e.g. Liquid Logic, Mosaic etc. By citizen we mean the individual you serve/look after or care for.**

Adult Social Care

Supplier: Care Works
System: Care Director

Children's Social Care

Supplier: LiquidLogic.
System: EHM/LCS

Education System

Supplier: Capita
System: Capita One Education

- 2. We are interested in understanding, what your organisation/s uses to share a citizen's information between health and/or social care systems and settings. Which suppliers are in use in your organization/s to fulfil this purpose? (If any)**

examples such as System C/Graphnet/Liquid Logic, MIG, Direct Integration from/between systems.

Between internal systems, Coventry City Council uses direct integration. The Council has a number of portals available for access by staff and partners who are based at remote sites and settings. We also integrate using Care Director and the NHS spine.

3. Can you provide details of the current renewal/end date of this/these contract/s?

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

4. Who is the main point of contact for this/these contract/s and what is their title and contact details?

Ollie Burnett, Systems Lead
Email: Ollie.Burnett@coventry.gov.uk

5. Which Councillor is responsible for the citizen record integration/sharing between health and social care systems and settings for your organization?

Adult Services: Councillor Mal Mutton
Children's Services: Councillor Patricia Seaman

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours sincerely

Information Governance