



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI512107648

Thank you for your request for information relating to Social Care Systems And Subject Access Requests.

You have requested the following information:

1. Who is the supplier of your current Adults social care case management system?

Advanced.

2. Do you have any plans to replace this system in the next 3 years?

No.

3. Who is the supplier of your current Adults social care finance system?

Advanced.

4. Do you have any plans to replace this system in the next 3 years?

No.

5. Who is the supplier of your current Children's social care case management system?

Liquid Logic.

6. Do you have any plans to replace this system in the next 3 years?

No.

7. Who is the supplier of your current Children's social care finance system?

The ContrOCC system is supplied by the Oxford Computer Company which is a subsidiary of Liquidlogic.

8. Do you have any plans to replace this system in the next 3 years?

No.

9. Who is the supplier of your current Education system?

Clarification:

A Corporate Education System such as Capita or EYES

Capita ONE Education. Capita One delivers a single, comprehensive record of children, young people and families.

10. Do you have any plans to replace this system in the next 3 years?

No.

11. Do you have a backlog of Children's social care Subject Access Requests?

We have interpreted 'backlog' as the current number of Children's Social Care Subject Access Requests. As at 5 June 2023, we have 19 social care Subject Access Requests (both Childrens and Adults), of which two requests are now overdue.

12. If so, approximately how many and what is the estimated date that this backlog will be cleared?

We are advising you as per Section 1(1) of the act that this information is not held. The Council does not record this information. To advise and assist you further, please note that requests are worked in order of the due date. The two requests which are overdue, are in the process of completion

13. Do you use eLearning tools to support the use of your Children's and / or Adults Social Care case management systems?

Adults: Yes, internally developed.

Childrens: Online Learning (MeLearning) external company in partnership with Liquidlogic.

14. If so, please specify. If not, do you have any plans to procure such tools in the next three years?

Adults: No

Childrens: No

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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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance