



**Information Governance Team**

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI581809013**

Thank you for your request for information relating to Liquid Logic (LCS).

You have requested the following information:

**I understand the case management system used by Childrens Services is Liquid Logic.**

**Please may you explain how you communicate to social workers the changes made by senior managers to the Liquid Logic system such as alterations to existing forms or removing/adding new forms.**

**I understand some Local Authorities produce newsletters / learning bulletins that details and illustrates the changes made.**

All changes to LCS forms, including new forms, removal of forms and amendments of existing forms are co-ordinated through a monthly user group. Operational Leads (senior managers), social work managers and administration managers are all represented within the group.

Agreed changes are then disseminated by the Council's Business Systems Team via an e-mail distribution list to all LCS users, or e-mailed directly to operational leads who then cascade to managers and social workers.

The e-mails will include guidance documents and links to videos. Demonstrations via Microsoft Teams will also take place as appropriate.

The supply of information in response to a FOI/EIR 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](mailto: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](mailto:icocasework@ico.org.uk).

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

Yours faithfully

**Information Governance**