

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

1 - What is the primary IT system(s) used for record and case management and who it is provided by?

2 - What is the date of expiry of the contract under which this system(s) is provided and maintained.

3 - What was the cost of the initial implementation of this system(s), and what is the annual license fee?

4 - If an IT system is used for needs assessment, what is it and who is it provided by?

5 - What is the date of expiry of the contract under which this system is provided and maintained.

7 - What was the cost of the initial implementation of this system, and what is the annual license fee?

8 - If an IT system is used for providing a directory for services such as community support, health services, housing, assistive equipment supplier etc., what is it and who is it provided by?

9 - What is the date of expiry of the contract under which this system is provided and maintained.

10 - What was the cost of the initial implementation of this system, and what is the annual license fee?

For children's social care:

11 - What is the primary IT system(s) used for record and case management and who it is provided by?

12 - What is the date of expiry of the contract under which this system(s) is provided and maintained?

13 - What was the cost of the initial implementation of this system(s), and what is the annual license fee?

ANSWER:

[Please see attached spreadsheet for answers to your questions.](#)

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the

Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Customer Access**

**Leicester City Council
FREEPOST (LE985/33)**

New Walk Centre

LEICESTER LE1 6ZG

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.