



Response to Request for Information

Reference FOI 003292
Date 27 February 2019

Social work IT systems

Request:

I'm writing to request information about electronic case management systems used by social workers at your local authority. Admin pressures are regularly cited as a key source of stress for social workers, so I am seeking to better understand the extent to which practitioners have access to modern systems and how able they are to access these on the move.

Part 1: children's social workers

1. What electronic case management software do your council's children's social work staff use? [CareFirst](#).
2. When was it installed? [2007](#).
3. If installed after 1 Jan 2014, how much did it cost the council? [Na/](#)
4. What specific mobile devices, including tablets and phones (please state make and model) does your council issue children's social workers with? [Tablet – Lenovo Miix 700 or 510, Mobile – Nokia 6.1](#)
5. Can they access the case management system on these devices? [Yes, only on tablet.](#)

Part 2: adults' social workers

6. What electronic case management software do your council's adults' social work staff use? [CareFirst](#).
7. When was it installed? [2007](#)
8. If installed after 1 Jan 2014, how much did it cost the council? [n/a](#)
9. What specific mobile devices, including tablets and phones (please state make and model) does your council issue adults' social workers with? [Tablet – Lenovo Miix 700 or 510, Mobile – Nokia 6.1](#)

[NOT PROTECTIVELY MARKED]

10. Can they access the case management system on these devices? Yes, only on tablet.