

## Response to Request for Information

Reference      FOI 000604  
Date            15 November 2016

### ***Current Social Care System***

**Request:**

Q1 - What electronic systems do you use for your public facing information & advise solution in ASC?

a) Corporate spreadsheet, b) Electronic marketplace, **c) In-house social care website**, d) Other please state

Q2 - Who is the provider of the Information & Access Electronic System ? ie. What software is used to provide information & advice & who provides it

a) developed In-house, **b) Open objects**, c) QuickHeart, d) My care, e) Other, please state

Q3 - If the electronic Information & advise system is on a software contract, when does that contract expire?

a) rolling annual contract, **b) 2016**, c) 2017, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021

Q4 - What electronic systems do you use for Case Management in ASC?

**a) OLM Care first**, b) Servelec Framework, c) AzeusCare, d) SAP, e) Agresso, f) Other, please state.

Q5 - If the Electronic Case Management system is on a software contract, when does that contract expire ?

a) rolling annual contract, b) 2016, **c) 2017**, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021

Q6 - What electronic system do Council staff use for organising council managed care services ?

a) Developed in house, b) Liquidlogic protocol, c) Civica Paris, d) Northgate Swift, **e) OLM CareFirst**, f) Servelec Framework, g) AzeusCare, h) SAP

Q7 - If the electronic system for accessing care services is on a software contract, what does when does that contract expire ?

a) rolling annual contract, b) 2016, **c) 2017**, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021

Q8 - What electronic system do you use for ASC Operational Financial Management in ASC ?

a) Developed in house, b) Liquidlogic protocol, c) Civica Paris, d) Northgate Swift, e)

OLM CareFirst, f) Servelec Framework, g) AzeusCare, h) SAP i) **Agresso**, j)OCC Controc, k) You2Choose , l) Quickheart, m) shopf4support, n) Oracle financials, o) other, please state.

Q9 - If the electronic system ASC Operational Financial Management is on a software contract, when does that contact expire?

a) rolling annual contract, b) 2016, c) 2017, **d) 2018**, e) 2019, f) 2020, g) 2021, h) post 2021

Q10 - For people eligible for Council funded care, does the council pay for services gross or net of a persons assessed financial contribution? If both, then please explain which circumstances are net.

a) Gross, b) Net, c) Both, please add information, **d) Other. We pay gross then claim the client contribution back.**  
, please state.

Q11 - What electronic system do you use for Adult social Care Operational finance Management in your authority ? In this context we are referring to any systems where client debts, provider creditors etc. are recorded.

a) Developed in house, b) Liquidlogic protocol, c) Civica Paris, d) Northgate Swift, **e) OLM CareFirst**, f) Servelec Framework, g) AzeusCare, h) SAP i) Agresso, j)OCC Controc, k) Oracle financials, o) other, please state.

Q12 - If the Financial Assessment system is on a software contact, when does that contract expire ?

a) rolling annual contract, b) 2016, c) 2017, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021

**No separate software contract.**

Q13 - Are direct payments made directly into peoples personal accounts? if not, then please give details

a) Yes, for all services b) Yes, for some services, **c) No - 2 year Contract (until July 2017) with Pre-paid Financial Services under the Surrey Framework**

Q14 - If Adult Social Care in your authority uses online service catalogue/eMarketplace of care providers for citizens to research and/or potentially purchase services, how was that solution purchased ?

a) Regional Investment Board, b) Local Consortia, c) Authority Budget/Spend, d) Other, please describe **N/A**

Q15 - If your eMarketplace was purchased by a group of councils, please tell us with which other councils? **N/A**

Q16 - If your authority DOES utilise an eMarketplace for Adult Social Care, what system is it based on ?

a) Developed In-house, b) Shop4Support, c) Quickbuy, d) Cloudbuy, e) Choose My Care, f) Slivers of Time, g) Book Your Own Breaks, h) Other, please specify **N/A**

Q17 - If the eMarketplace system is on a software contract, when does the contact expire ? **N/A**

[NOT PROTECTIVELY MARKED]

a) rolling annual contract, b) 2016, c) 2017, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021

Q18 - What electronic system do you use for Provider Management (contact management and monitoring) in Adult Social Care ?

a) Developed in house, b) Liquidlogic protocol, c) Civica Paris, d) Northgate Swift, e) OLM CareFirst, f) Servelec Framework, g) AzeusCare, h) SAP i) Agresso, j) OCC Controc, k) Oracle financials, o) other, please state

Q19 - If the provider management system is on a software contract, when does that contract expire ?

a)rolling annual contract, b) 2016, c) 2017, d) 2018, e) 2019, f) 2020, g) 2021, h) post 2021