

Response to Request for Information

Reference FOI 001715
Date 19 November 2017

Case management software system for social care

Request:

I am requesting information under the freedom of information act. could you please provide information as following?

1. Does your local authority use a bespoke IT software system to record/manage social care activities i.e. case management system for adult & children services?
[We do not use a bespoke software, it is an off the shelf offering from OLM.](#)
2. If no, is there ongoing planning to purchase a bespoke software system or develop in house system in the near future?
[We have a contract with OLM for the next 7 years.](#)
3. Describe the brief information of the current software system in use?
[We are using the case management element of the software for children's and adults services.](#)
4. What is the name of the software system (product name) and which company is it purchased from?
[CareFirst from OLM.](#)
5. Is this software system purchased outrightly or on contractual basis? Specify details?
[Contractual basis.](#)
6. What was the total capital cost of purchasing or developing this software system?
[£683,000](#)
7. What are the ongoing development and maintenance costs since purchase (annually)?
[The Development and Maintenance costs for the first 2 years are £329,000. The costs will than reduce to £275,000 per year.](#)
8. What is the structure of technical team managing this software system?
[See below team structure, the team also supports numerous other applications, not just Carefirst.](#)

[NOT PROTECTIVELY MARKED]

