



UNCLASSIFIED

Email: [REDACTED]

Resources Directorate

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Date 2nd April 2014

Dear [REDACTED]

Freedom of Information Act 2000

Thank you for requesting information regarding the provision of IT Social Services solution. Your request has been considered under the Freedom of Information Act 2000 (The Act).

Request:

- Who provides your IT social services solution for your Adults department?
- What is the cost of the associated contract?
- When is this contract due to expire?

- Who provides your IT social services solution for your Children's department?
- What is the cost of the associated contract?
- When is this contract due to expire?

- What do you use for your resource allocation system? (Is it in-house or some other system?)

- If applicable, what e-market place solution do you use?
- If applicable, what call monitoring solution do you use?

Response:

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Act, which relates to 'information reasonably accessible to the applicant by other means'.

The exemption applies as the information is published and publicly-available to view by accessing

http://www.coventry.gov.uk/downloads/download/1362/contracts_register

To locate relevant contracts, search the column titled "Contractor" for "Careworks" and "Liquidlogic".

Please note, under the Re-Use of Public Sector Information 2005 Regulations you are free to use this information for your own use or for the purposes of news reporting. However, any other type of re-use under the Regulations, for example; publication of the information or circulation to the public, will require permission of the copyright owner and may be subject to terms and conditions. For documents where the copyright does not belong to Coventry City Council you will need to apply separately to the copyright holder.

You have a right to make representations about the outcome or handling of your request – in the first instance this must be made in writing within 40 working days of the date of this letter, to the Council's Information Governance Team at:

Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If you have done this and are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Kevin Malone
Assistant Director ICT