



Information Governance Team

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23 September 2022

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI445227294

Thank you for your request for information relating to Adult & Children Social Care Software.

You have requested the following information:

I am carrying out a research project into local government software usage for adult and childrens' social care. Please could you let me know, for each system used in the delivery of adult and children's social care:

1. Name of system and supplier (or if built in-house)

Adults: CareDirector

Childrens: Liquidlogic (includes ContrOCC)

2. What you use the system for (case management, finances, direct payments, personal health budgets, financial assessments, document management etc)

CareDirector: case management, finances, supplier/direct payments, financial assessments, document management

Liquidlogic: case management, document management, finances and direct payments (entered in LCS and processed via ContrOCC)

3. How long you have been using the system for

4. When the current contract for the system expires

For Questions 3 and 4, following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, 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 the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

Care Director contracts register ref: COV CG/002/Adult

Liquid Logic contracts register ref: COV - 10304 (ContrOCC is procured as part of the Contract with Liquidlogic)

This exemption is not subject to the public interest test.

5. Whether the system is hosted by the council, by the supplier, by a third party or a hybrid of all these options

Third party.

6. Where the team that supports and maintains the software operates: within the service area, within IT, outsourced, or a different model (please specify).

Business functions are maintained within the service area, and ICT & Digital manage the IT infrastructure and technical issues.

7. What the annual cost for support and maintenance is for the software

Please refer to Question 3.

8. How many hours of training is provided per user, per year in using the software and whether this training is delivered in person, remotely or through e-learning.

CareDirector: E-learning before user account granted is approximately two hours.

Liquidlogic: E-learning is approximately five hours on average before access granted. This varies by role of trainee.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance