

**Reference Number:** FOI-101004478799

**Response provided under:** Freedom of Information Act 2000

**Request and Response:**

**1. What case management system do you use for adult social care?**

Section 21 of the Freedom of Information Act 2000 states that where the information is reasonably accessible to the applicant by other means, the right to request the information from a public authority under the Freedom of Information Act 2000 does not apply.

Therefore, the information you requested is available via the link below to the Council's Contracts register.

<https://procontract.duenorth.com/ContractsRegister/ViewContractDetails?contractId=da719157-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**2. What is the annual support charge for the systems (including the finance modules)?**

Therefore, the information you requested is available via the link below to the Council's Contracts register.

<https://procontract.duenorth.com/ContractsRegister/ViewContractDetails?contractId=da719157-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**3. When is the contract for the case management system up for renewal?**

The information you requested is available via the link below to the Council's Contracts register.

<https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=da719157-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**4. Please provide the please provide name(s), email(s) and telephone number(s) of the individual responsible for the Adults Case Management System within your organisation**

Fiona Plummer, Interim Head of Provider Services is responsible for the Adults Case Management System within Cornwall Council.

Email: [Fiona.plummer@cornwall.gov.uk](mailto:Fiona.plummer@cornwall.gov.uk)

Telephone number: 01872 327888

Please note that the individual named above will not accept contact in respect of marketing or commercial ventures and any correspondence sent to them will be treated accordingly.

**5. Do you have a web based directory of services/eMarketplace for adult social care?**

The Web Based Directory is Care and Support in Cornwall

<https://www.supportincornwall.org.uk/kb5/cornwall/directory/home.page> and this is managed by the Family Information Service.  
[fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk)

**6. Is this directory / eMarketplace developed in-house or by an external provider?**

The Web Based Directory is managed in-house by the Family Information Service Team but the platform is provided by Open Objects, Idox Group.

**7. If an external provider please provide the name of the supplier?**

Please see above

**8. If an external provider please provide the renewal date for the contract**

This information is available via the link below in relation to the Support in Cornwall website:

<https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=e1d35cea-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**9. What is the annual support cost for your directory/eMarketplace?**

This information is available via the link below in relation to the Support in Cornwall website:

<https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=e1d35cea-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**10. Are there any plans to review provision of your directory / Marketplace?**

This information is available via the link below in relation to the Support in Cornwall website:

<https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=e1d35cea-b44d-e611-8114-000c29c9ba21&p=696a9836-1895-e511-8105-000c29c9ba21>

**11. Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the directory / eMarketplace within your organisation**

The Data, Web and Media Officers within the Family Information Service are responsible for the Support in Cornwall website.

Email address: [fis@cornwall.gov.uk](mailto:fis@cornwall.gov.uk)

Telephone Number: 0800 587 8191

**Information provided by:** Adult Social Care

**Date of response:** 14<sup>th</sup> June 2019