



Ministry of Defence

Ministry of Defence
Main Building
Level 6 Zone N
Whitehall
London
SW1A 2HB

Our reference: FOI2017/06460 & 06566

4 August 2017

Dear [REDACTED]

Thank you for both sets of correspondence (which I have combined into one) received on 4 July 2017 requesting the following information:

1. *Who supplies your current Children's & Adults social care case management system(s)?*
2. *What reporting tools & reporting software do you use in conjunction with this system(s). For example, Business Objects; SSRS; Crystal Reports etc*
3. *Is your case management system hosted on-site, or is it externally hosted?*
4. *If your case management system is currently hosted on-site, do you have plans to move to external hosting? If so, when do you hope to achieve this by?*
5. *How many people are directly employed by your Local Authority to support & maintain your social care case management system(s)? Please state whether they employed solely to manage the social care system, or if provide support for other systems as well?*
6. *Please specify the roles they carry out.? For example, Systems Admin; User Admin; Database Admin; Data & Performance Mgt; Data Cleansing; Training; Business Analysis; Project Manager; Supplier/Relationship Management; Super-User; Application Support etc*
7. *Please state how much time (FTE) is allocated to each role?*
8. *Does an external supplier provide services to support & maintain your social care case management system(s)?*

9. *If so, please specify the services they deliver? For example, Systems Admin; User Admin; Database Admin; Data & Performance Management; Data Cleansing; Training; Business Analysis; Project Management; Supplier/Relationship Management; Super-User; Application Support etc*
10. *Where appropriate, please state how much you spent in the last financial year (2016/17) on each of these services?*
11. *Excluding payments to the system supplier itself, please provide an estimate of your total expenditure on support & maintenance your social care case management system(s) in 2016/17?*
12. *Are you planning to replace your current Children's & Adults social care case management system(s) in the next 3 years? If so, when will this process commence? **and:***

What is the name & job-title of the Social Care System manager (Care First Manager), employed by the British Forces Social Work Service?

Your enquiry has been considered to be a request for information in accordance with the Freedom of Information Act 2000 (FOIA).

The duties of British Forces Social Work Service are contracted out to a company called Core Assets, which is independent of the Ministry of Defence (MOD). Therefore no information is held by the MOD with regard to your requests.

Under Section 16 (Advice and Assistance) of FOIA, please be advised that you may wish to contact Core Assets with your questions. Core Assets can be reached by writing to:

Core Assets Group Limited
Saxon View
Saxon Business Park
Hanbury Road
Bromsgrove
Worcestershire
B60 4AD

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIOFOI-IR@mod.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally

investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Defence People Secretariat