

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-1790 - Software System
Date: 21 December 2017 15:35:24
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 24 November 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

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 ?

Yes, we use a bespoke IT software system.

2. if no, is there ongoing planning to purchase a bespoke software system or develop in house system in the near future?

Not applicable – see answer to Question 1

3. Describe the brief information of the current software system in use ?

Aberdeen City use a modular software system covering all aspects of statutory Social Work requirements in Adults, Children's, Criminal Justice and Service provision.

4. what is the product name of the current software system and which company is it purchased or contracted from?

Aberdeen City Council use CareFirst supplied by OLM Systems Ltd.

5. is this software system purchased outrightly or if on contractual basis what is the expiry date of the contract ? specify details.

The CareFirst System is contracted with current contract to end on 31 March 2020.

6. what was the total capital cost of purchasing or developing this software system ?

There is a Contracted annual payment until 31 March 2020.

7. What are the ongoing development and maintenance costs since purchase (annually)?

Annual maintenance cost is currently £175,000.

Unfortunately, we are unable to break this down further or provide you with ongoing development costs. OLM Systems Ltd invoice us for payment for a number of items, not just CareFirst and not just ongoing development and maintenance costs. These invoices are not separated or recorded in such a way as to allow us to compile this information for you without extracting and investigating all invoices received since purchase, collating the relevant information where noted.

As you can imagine, this is a significant task and would likely exceed the £600 threshold for FOISA compliance. As such, ACC are unable to provide you with this information as requested.

8. what is the structure of technical team managing this software system ?

The system administration team consists of:

1FTE – Implementation Officer

1FTE – System Practitioner

2FTE – System Trainer

1FTE – Information Officer

.75FTE – Clerical Assistant

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

Information Compliance Team
Customer Service
Corporate Governance
Aberdeen City Council
3rd Floor North
Business Hub 17
Marischal College
Broad Street
ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk