Further to your Information request FOI64719 please find your questions and our responses below:

**Question:**
Do you require your own or 3rd party care providers to track arrival and departures at residents homes?

**Response:**
A number of providers with whom the council has a commissioning relationship are required to use electronic call monitoring.

**Question:**
Do you require your own or 3rd party care providers to track tasks and/or care outcomes?

**Response:**
Providers are required to record tasks and outcomes for review by the council.

**Question:**
How do you currently track arrival departure and care outcomes?

**Response:**
Outcomes are measured via care management reviews with the residents. Arrival and departure times are tracked for those on electronic call monitoring. Providers operating without this system are required to monitor and record this by other means.

**Question:**
Do you get involved in commissioning of tracking systems and electronic call monitoring or do you allow your 3rd party providers to procure their own tracking and electronic call monitoring.

**Response:**
The council currently stipulates which system providers' use for call monitoring where the commissioning relationship expects the system is used and was involved in commissioning this.

**Question:**
Do you stipulate a specific tracking or electronic call monitoring system or product that maybe include these functions as part of a larger system?

Response:

The council currently stipulates which system providers’ use for call monitoring where the commissioning relationship expects the system is used.

Question:

If commissioned, was electronic call monitoring tendered for as a standalone product?

Response:

It was commissioned within a larger framework of suppliers.

Question:

If commissioned, was electronic call monitoring tendered for as part of a larger solution e.g. with a crm or rostering solution?

Response: No.

Question:

If not tendered for, why not?

Response:

It is purchased within a framework of services. The framework allows us to directly “call off” with the supplier of our choice provided that we are confident that the chosen supplier is the best supplier to meet the Councils needs under the framework.

Response:

Please find your information attached.

This concludes your request FOI64719.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Ben Savage
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Operations Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
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