I am writing in response to your Information request:

**FOI66060**

For adult social care:
1. What is the primary IT system(s) used for record and case management and who is it provided by?

   **Response:** Paris – and the supplier is Civica

2. What is the date of expiry of the contract under which this system(s) is provided and maintained.

3. What was the cost of the initial implementation of this system(s), and what is the annual license fee?

4. If an IT system is used for needs assessment, what is it and who is it provided by?

   **Response:** Paris – and the supplier is Civica

5. What is the date of expiry of the contract under which this system is provided and maintained.

7. What was the cost of the initial implementation of this system, and what is the annual license fee?

8. If an IT system is used for providing a directory for services such as community support, health services, housing, assistive equipment supplier etc., what is it and who is it provided by?

9. What is the date of expiry of the contract under which this system is provided and maintained.

10. What was the cost of the initial implementation of this system, and what is the annual license fee?

For children’s social care:
11. What is the primary IT system(s) used for record and case management and who is it provided by?

   **Response:** Paris – and the supplier is Civica

12. What is the date of expiry of the contract under which this system(s) is provided and maintained?

13. What was the cost of the initial implementation of this system(s), and what is the annual license fee?
**Response:** This is a Section 17 Refusal Notice which applies to questions 2, 3, 5, 7, 8, 9, 10, 12 and 13. S22 (Future publication) exemption applies – all contract details intended for future release will be published in due course on the webpage via the link below:

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

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**
Information Management Officer
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