I am writing on behalf of David Davies to respond to your information request:

Please could you confirm the name and maker/supplier of the electronic IT Case Management System(s) used within:

1. Adult Social Care for recording information and data collected on citizens of the council, and

   Current system is Paris. Supplier is Civica.

2. Children Social Care for recording information and data collected on citizens of the council

   Current system is Paris. Supplier is Civica.

Could you please also confirm if there is any timeline for the replacement of either of these systems scheduled or if it is scheduled to go back out to tender in the near future?

There are currently no timelines or plans for retender scheduled

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

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF

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Information Management Feedback Form

FOI66724
1) How would you rate our performance in relation to processing your request:
   Excellent    Good    Fair    Poor

   If you have answered Fair or Poor please suggest how we can improve:


2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?


4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:
If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form –
your feedback is appreciated