

Derby City Council – Freedom of Information Response

Number FOI450141913

Date 28/02/2025

<p>1. Do you have a web-based community directory of services/e-marketplace for adult social care? If yes:</p> <p>a) Is this directory/e-marketplace developed in-house or by an external provider?</p> <p>b) If an external provider, please provide the name of the supplier?</p> <p>c) If an external provider, please provide the renewal date for the contract.</p> <p>d) What is the annual support cost for your directory/eMarketplace?</p> <p>e) Are there any plans to review provision of your directory/e-marketplace in the next 12 months?</p> <p>f) Please provide the name(s), email(s), and telephone number(s) of the individual responsible for the directory/e-marketplace within your organisation</p>	<p>Yes.</p> <p>a) The directory is supplied by an external provider</p> <p>b) LiquidLogic Limited, as part of the contract for Social Care systems</p> <p>c) Contract end date 31/03/2029 with two optional 12 month extensions to 31/03/2031</p> <p>d) Section 43.2 Commercial Data Exemption – please see below</p> <p>No</p> <p>Adults Digital Solutions Team</p> <p>adultsdigitalsolutions@derby.gov.uk</p> <p>Section 43.2 Commercial Data Exemption:</p> <p>In favour for disclosure:</p> <p>Releasing this information would clearly be in the public interest in so far as it would further public understanding of the public money spent on the external directory provider for Social Care systems, which would assist individuals in challenging spending decisions and /or facilitate accountability and transparency in the spending of</p>
---	--



	<p>public money. It would also lead to a better-informed public and stimulate debate.</p> <p>Favour for non-disclosure:</p> <p>The commercial interests of LiquidLogic Limited would be damaged if the annual support costs were released to the public. Social Care directory system services is a competitive market and disclosing their annual contract costs into the public domain would/would likely provide their competitors with valuable pricing information and an unfair advantage. Placing one company at a disadvantage to another by commercially prejudicing its position in the market place is contrary to the public interest of maintaining and encouraging competition in the market.</p> <p>Additionally, knowledge of LiquidLogic Limited's commercial position would allow competitors to deliberately and unfairly undercut any LiquidLogic offer rather than build their own price points based on their own costs and expected return for a competitive bid</p> <p>This would/would likely result in a loss of income for LiquidLogic Limited and would affect the commercial interests of their customers such as Derby City Council and other Local Authorities as this would undermine their ability to run a competitive tendering process.</p> <p>Outcome:</p> <p>Whilst there is a need for openness and transparency regarding how public funds are being managed, this is outweighed by the Council's responsibility to ensure that information provided in confidence remains confidential and commercially sensitive pricing information is not released into the public domain to provide an unfair advantage to other suppliers.</p> <p>It is for this reason that the annual support costs for the Social Care Directory (run by LiquidLogic Limited) has been withheld by virtue of S43(2) of the Act.</p>
--	--



2. Who oversees the management of personal budgets and direct payments and integrated personal budgets and what are their contact details? – i.e. name(s), email(s), and telephone number(s)?	<p>Jo Moody</p> <p>Jo.moody@derby.gov.uk</p> <p>01332 642776</p> <p>Jo's team monitors the use of direct payments as opposed to the Social Care front end and process.</p>
3. Does the LA provide an in-house managed account service for personal budgets?	No for Direct Payments
4. Does the LA offer the option of ISFs (Individual Service Funds) and if so, who oversees this and what are their contact details?	No
5. Does the LA support the administration, delivery, and or/management of Personal health budgets, e.g. on behalf of the NHS Integrated Care Board and if so, who is the contact at the LA for this and their contact details.	No
<p>6. Do the LA use third party solutions to assist with the delivery and budget management of personal budgets, direct payments, or integrated budgets? E.g. pre-paid cards, eWallet solutions, direct payment support services, digital software?</p> <p>a. If yes, what solution is used, who is the provider and when is the contract due to expire?</p> <p>b. If no, is this something that you are considering and who in the LA is the person to contact about this and what are their contact details - i.e. name(s), email(s), and telephone number(s)?</p>	<p>Yes – pre paid cards</p> <p>a) Allpay Ltd - Jan 2025</p>



7. Does the LA have a directory of Personal Assistants and if so, who is the person at the LA who is responsible for this and their contact details - i.e. name(s), email(s), and telephone number(s)?	Yes, part of the Directory.
8. Who oversees the provision of personal assistants and what are their contact details - i.e. name(s), email(s), and telephone number(s)?	Adults Digital Solutions Team adultsdigitalsolutions@derby.gov.uk
9. Who is the current Director of ASC within the LA and what are their contact details i.e. name(s), email(s), and telephone number(s)?	The Strategic Director of People Services (DCS/DASS) is: Andy Smith Andy.smith@derby.gov.uk 01332 643556
10. Who is the current Assistant Director of ASC within the LA and what are their contact details i.e. name(s), email(s), and telephone number(s)?	The Acting Director of Adult Social Care Services is: Andy Appleyard Andrew.appleyard@derby.gov.uk 07387133860
11. Who is the Integrated Services Lead at the LA (oversees joined up working with the LA and the ICB/ICS if applicable) and what are their contact details - i.e. name(s), email(s), and telephone number(s)?	N/A

Please note, the following applies, if the response includes council officers (or other officers) names.

If you are a company that intends to use the names and contact details of council officers (or other officers) provided for direct marketing, you need to be registered

with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference. You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

