

Derby City Council – Response
ID Reference FOI112153789
Date 01/05/2026

Information Requested	Response
1) What IT system is used by the council's internal care service (Reablement) to manage the service for: rotas/planning care, mobile working, medication. If a system is used, please confirm:	
a) The name of the system and supplier	Information not held. This service is carried out by the NHS (Derbyshire Community Health Service).
b) The contract start/end dates for this system	
c) Approximate annual spend on this system	
d) The lead procurement officer/contract manager	
e) The lead IT or technical contact for this system at the council	
f) The managers name, phone and email of the internal care service/team	
g) The responsible director for this service if different than the above	



2) Outside of reablement, are any other care services delivered “In House” by the council? For example supported living, provider services, day care etc? If so please can the above details be shared for these teams/services.		
Service Provided	<u>Bonsall View - Derby City Council</u> <u>Shared Lives - Derby City Council</u>	<u>Carelink - Derby City Council</u>
a) The name of the system and supplier	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.	Section 31(3) Law Enforcement Exemption We neither confirm nor deny we hold this information - please see the IT security/cyber security guidance published on our website at https://derby.gov.uk/cyber-foi/ for more information about non-disclosure reasons.
b) The contract start/end dates for this system	Start date: 14 March 2024 End date: 30 March 2029 Optional extensions: 2 x 12 months, to 30 March 2031 Note: This contract is for our core social care systems used across Adults and Childrens Social Care services, and is not solely for the topic of this FOI request (rotas/planning care, mobile working, medication).	Annual rolling renewal
c) Approximate annual spend on this system	£184,000 for 2026/27 Note: This spend is for our core social care systems used across Adults and Childrens Social Care services, and is not solely	£31,000 for 2026/27



	for the topic of this FOI request (rotas/planning care, mobile working, medication).	
d) The lead procurement officer/contract manager	Head of Procurement	Head of Procurement
e) The lead IT or technical contact for this system at the council	Head of Digital Enablement and Automation	Head of Digital Enablement and Automation
f) The managers name, phone and email of the internal care service/team	Head of Children's Residential	Head of Adult's Commissioning, Integration and Market Development
g) The responsible director for this service if different than the above	Suanne Lim, Director of Early Help and Children's Social Care	Gurmail Nizzer, Director of Commissioning and Delivery

Some information has been withheld under section 40(2) of the Freedom of Information Act 2000. Section 40(2) provides an exemption from disclosure for third party personal data where disclosure would contravene any of the data protection principles set out in the UK General Data Protection Regulation and the Data Protection Act 2018.

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

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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.