

This matter is being dealt with by:

**Name Jilly Walden**

Reference: NCC-037842-19

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W [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)



**Nottinghamshire  
County Council**

24 May 2019

**Request for Information: Ref NCC-037842-19  
Adults Case Management System**

Thank you for your request for information relating to case management systems. I can now let you have the following information in response to the questions you raised.

**What case management system do you use for adult social care?** Mosaic

**What is the annual support charge for the systems (including the finance modules)?**

£160,000.00 taken from:

<https://procontract.duenorth.com/ContractsRegister/ViewContractDetails?contractId=1c85cddb-f330-e811-80eb-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

**When is the contract for the case management system up for renewal?** Answered above

**Please provide the please provide name(s), email(s) and telephone number(s) of the individual responsible for the Adults Case Management System within your organisation.**

Lorraine Dennis category manager, [Lorraine.dennis@nottsc.gov.uk](mailto:Lorraine.dennis@nottsc.gov.uk) 03005008080

**Do you have a web-based directory of services/eMarketplace for adult social care?** Yes

**Is this directory / eMarketplace developed in-house or by an external provider?** External

**If an external provider, please provide the name of the supplier?** IDOX previously Open Objects

**If an external provider, please provide the renewal date for the contract the contract**

<https://procontract.duenorth.com/ContractsRegister/ViewContractDetails?contractId=5a8d6721-5d58-e511-80ef-000c29c9ba21&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

**What is the annual support cost for your directory/eMarketplace?** £19950

**Are there any plans to review provision of your directory / Marketplace?** No

**Please provide the name(s), email(s) and telephone number(s) of the individual responsible for the directory / eMarketplace within your organisation** Lorraine Dennis

category manager, [Lorraine.dennis@nottsc.gov.uk](mailto:Lorraine.dennis@nottsc.gov.uk) 03005008080

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, [click here](#) to see the Disclosure logs.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the

Team Manager,  
Complaints and Information Team,  
County Hall,  
West Bridgford,  
Nottingham,  
NG2 7QP

or email : [FOI@nottscc.gov.uk](mailto:FOI@nottscc.gov.uk).

Yours sincerely

Name : Jilly Walden  
Position: Complaints information and Mediation Officer  
Nottinghamshire County Council