

## **Freedom of Information – Response – 26747**

*Please may I ask the following FOI requests for adult social care and Children/Young People's services:*

We can confirm that some of the information requested is readily accessible to you, as it is already in the public domain. **Section 21** of the FOIA states that a public authority does not need to provide information under section 1 of the Act if that information is reasonably accessible to the applicant by other means. Link have been provided to access the requested information.

*1. Do you have a web-based community information, advice and guidance website for adult social care?*

Yes

*2. Do you have a social care community directory of services?*

Yes

*3. If yes to both or either of the above :*

<i>a) Is this developed in-house or by an external provider?</i>	External provider
<i>b) If an external provider, please provide the name of the supplier?</i>	Idox Ltd.
<i>c) If an external provider, please provide the renewal date for the contract.</i>	November 2026 (optional Extension 2027)
<i>d) What is the annual support cost for your IAG/Directory?</i>	<p>Details can be found via the following link, opening each spreadsheet and filtering for 'Idox' <a href="#">Contracts and orders over £5,000 - Suffolk County Council</a></p> <p>Further contract details can be found via the following link: <a href="#">Current tenders and opportunities - Suffolk County Council</a> under our contracts register by filtering by Idox.</p>

*4. Are there any plans to review provision in the next 12 months?*

Yes

*5. Are the council considering an all-age portal that includes ASC, SEND/local offer and*

*FIS?*

This is not recorded information held by Suffolk County Council at the time of the request.

*6. Please provide the name(s), email(s), and telephone number(s) of the individual responsible for the IAG/directory within your organisation*

Details on how you can contact Suffolk County Council can be found via the following link:

[Contact us - Suffolk County Council](#)

*Children/Young People*

*1. Please provide the name(s), email(s), and telephone number(s) of the individual(s) responsible for the FIS / SEND Local Offer websites within your organisation?*

Details on how you can contact Suffolk County Council can be found via the following link:

[Contact us - Suffolk County Council](#)

Individual staff members names and email addresses are being withheld under s.40 of the Freedom of Information Act 2000.

*2. Are your Local Offer pages/FIS site developed in-house or externally?*

In -house

*2 a. If an external provider is used.:*

*a. which providers currently provide your Family*

*Information Services directories and/or SEND Local Offer site?*

In Suffolk, the Family Information Service & Local Offer are separate websites, the directory is provided by Idox Ltd

*b. please confirm the value of the FIS contract and/or Local Offer site detailing implementation cost and ongoing if possible*

Details can be found via the following link, opening each spreadsheet and filtering for 'Idox'

[Contracts and orders over £5,000 - Suffolk County Council](#)

Further contract details can be found via the following link: [Current tenders and opportunities - Suffolk County Council](#) under our contracts register by filtering by Idox.

*c. when is the contract(s) due for renewal*

November 2026 (optional Extension 2027)

*3. If delivered internally, are there any plans for this to be developed by an external supplier?*

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