

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 Contracts and orders over £5,000 - Suffolk County Council</p> <p>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.</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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