

Freedom of Information – Response – 27274

Under a freedom of information request, please can I ask for the following information:

1) What IT system is used by the councils internal care service (Reablement) to manage the service for: rotas/planning care, mobile working, medication. If a system is used, please confirm:

Please note: Some details have been anonymised in accordance with Section 40 of the Freedom of Information Act 2000 to protect personal data. In such cases, team and role names have been disclosed.

a) The name of the system and supplier

Certa by CACI

b) The contract start/end dates for this system

Start – 27th October 2025

Expiry – 26th October 2028

c) Approximate annual spend on this system

£68k

d) The lead procurement officer/contract manager

Responsibility for procurement is held within the IT team, under a Contracts Manager role.

e) The lead IT or technical contact for this system at the council

The lead IT/technical responsibility for this system sits within the IT team under a Product Owner role for our Adult Social Care & Public Health directorates.

Enquiries can be directed via the relevant team mailbox

CSIT_ASC_Publichealth@suffolk.gov.uk, and they will be passed to the appropriate officer.

f) The managers name, phone and email of the internal care service/team

Our internal reablement service, Home First, is managed by Leon Spooner.

Contact details:

Telephone: 01284 758341

Email: Leon.Spooner@suffolk.gov.uk

g) The responsible director for this service if different than the above

The responsible director for this service is:

Clement Mawoyo, Assistant Director – West, Adult Social Care Safeguarding & Home First.

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 also be shared for these teams/services.

Suffolk County Council’s only directly delivered (“in house”) care service is Home First, which provides reablement support. No other care services are delivered in house by the council.