

Freedom of Information Request – Response – 27849

Under the Freedom of Information Act 2000, please provide the following recorded information concerning the Cassius digital-care service and Suffolk County Council's contractual relationship with Alcove for the period 1 January 2020 to 31 August 2026.

1: Procurement and contracting

Please provide:

- the contract-award notice and final signed contract;*
- the specification, successful tender and pricing schedule;*
- every extension, variation or change-control document;*
- the procurement framework, procedure and evaluation criteria used;*
- the contract's original and current value and duration; and*
- payments made under the contract, broken down by financial year and recipient.*

2: Participating organisations

Please provide records identifying every:

- contracting party;*
- consortium or delivery partner;*
- subcontractor;*
- technology or equipment supplier;*
- monitoring-service provider;*
- data processor or subprocessor; and*
- organisation responsible for referrals, installation, support, maintenance, monitoring or evaluation.*

This should include records defining the respective roles of Alcove, Rethink Partners and Provide CIC.

3: Service operation

Please provide the final service specification and records identifying:

- the eligibility and referral criteria;*
- referral sources and participating public bodies;*
- the technology, devices and software supplied;*
- the systems used to record, assess and monitor referrals;*
- arrangements for responding to alerts;*
- whether information from Cassius could affect care assessments, safeguarding decisions, service eligibility or commissioning; and*
- the number of referrals, installations and active users by financial year.*

Aggregate figures are sufficient. I am not requesting service users' personal data.

4: Data governance

Please provide the final:

- data-protection impact assessment;*
- data-processing agreement;*
- data-sharing agreements;*
- controller and processor allocation;*
- data-flow map;*
- retention schedule;*
- privacy notice;*

- information-security assessment; and
- records identifying hosting locations and any transfers of personal data outside the United Kingdom.

Please also identify the categories of personal data processed and whether Alcove or another external organisation had administrative, maintenance, monitoring or remote-access capability.

5: Automated processing

Please provide records showing whether Cassius used:

- automated decision-making or profiling;
- algorithms or artificial intelligence;
- predictive risk assessment;
- automated prioritisation of referrals or alerts; or
- analysis intended to identify safeguarding, exploitation, health or behavioural risks.

For each applicable function, please provide its purpose, the data used and the recorded arrangements for human review.

6: Oversight and performance

Please provide:

- the contract-management and governance structure;
- agreed performance indicators;
- final annual or periodic performance reports;
- final audit, assurance or evaluation reports;
- recorded numbers of complaints, data breaches, safeguarding incidents and serious service failures by financial year; and
- records of remedial action, service credits or contractual penalties.

7: Funding and external programmes

Please provide records identifying:

- funding contributed by the NHS, an integrated care board, DHSC or another government body;
- any grant or national programme supporting Cassius;
- the procurement or use of Cassius services through the Adult Social Care Technology Fund or ATEC framework; and
- any declaration-of-interest or supplier due-diligence records completed for the organisations named in paragraph 2.

8: Named-provider connections

Please provide any existing contract, supplier, referral-pathway, integration or data-sharing record concerning Cassius that names:

- Trinity Homecare;
- Trinity Homecare Group;
- Trinity Care at Home;
- Country Cousins;
- Patricia White's;
- Consolidated Healthcare Agencies;
- Limerston Capital; or
- any subsidiary or trading name of those organisations.

A confirmation that no responsive record is held will be sufficient where applicable.

Suffolk County Council (SCC) is refusing your request under Section 12(1) of the Freedom of Information Act 2000 (FOIA), which provides that a public authority is not obliged to comply with a request where it estimates that the cost of compliance would exceed the appropriate limit.

For local authorities, the appropriate limit is £450, representing 18 hours' work at a rate of £25 per hour. When calculating whether the limit would be exceeded, a public authority may take into account the time reasonably required to:

- determine whether the requested information is held;
- locate the information;
- retrieve the information; and
- extract the information from documents containing it.

Your request contains eight separate parts and seeks a substantial volume of information held across a number of service areas and record systems, including:

- procurement and contract records;
- contract variations and payment records;
- service and operational records;
- data protection and information governance documentation;
- performance, audit and assurance information;
- funding and programme documentation; and
- records relating to a number of named third-party organisations.

We estimate that locating, retrieving and extracting all information falling within the scope of the request would require searches across multiple departments, contract files, procurement records, information governance records, operational service records and archived material covering a period of more than six years. The cumulative work required would significantly exceed the statutory limit of 18 hours. Accordingly, Section 12(1) applies.

In accordance with our duty under Section 16 FOIA, we have considered how you might refine your request so that it could potentially be answered within the cost limit. If you narrow down your request to the following questions we should be able to provide you with some of the information you have requested:

- The current and final versions of any documents
- The current contractual arrangements rather than historic change controls
- The latest performance report.