Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10440

6 November 2026

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

I am writing to request information under the Freedom of Information Act 2000 regarding the digital systems used by the Council to manage in-house adult social care services.

Please provide the following information:

1. Does the Council currently operate any in-house adult social care services (e.g. domiciliary care, reablement, supported living, or residential care)? If so, please list each service type.

2. For each in-house service type identified in Question 1, please confirm: (a) whether a digital system or software is used to manage case management and/or care rostering and scheduling; (b) the name of the software system; and (c) the name of the supplier. Where multiple systems are in use, please provide one response per system.

3. What Key Performance Indicators (KPIs) are defined within the contract(s) for this software? If permissible, please provide a high-level indication of whether the supplier is currently meeting these KPIs - I do not require detailed performance reports or any commercially sensitive information.

4. When did the current contract(s) commence, and what is the primary contract end date?
Does the contract include any optional extension provisions? If so, what is the maximum extension duration, and is the Council currently intending to exercise these options (please advise if this information is not yet available)?

5. Is the Council planning to re-procure or go to market for a replacement system at the end of the contract term? If so, what is the approximate anticipated timescale for commencing that process?

6. What is the total contract value or annual spend for this software? Please confirm whether the figure provided is inclusive or exclusive of VAT.

7. Through which procurement route or framework was the software procured (e.g. G-Cloud, Crown Commercial Service, open tender, direct award)?

8. What is the job title of the officer responsible for managing this contract or system? If permissible, please also provide any publicly available contact details (e.g. a published or generic team email address) - I do not require personal contact information.

Your request relates to Torbay Council's digital systems for in-house adult social care services and associated contracts. However, it was sent to Torbay and South Devon NHS Foundation Trust, a separate organisation. Please submit your request directly to Torbay Council.

You can submit your request by email to Infocompliance@torbay.gov.uk or by post to: Information Compliance, Torbay Council, Town Hall, Castle Circus, Torquay, Devon, TQ1 3DR.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link https://ico.org.uk/global/contact-us/

Yours sincerely,

Torbay and South Devon
NHS Foundation Trust

Freedom of Information Team