



Further to your information request FOI/EIR 25/26-055, please find your question and our response below.

**Request:**

Please may you provide me with:

1. What Case Management Software Systems are currently used by the Council for:
  - a. Planning, Land Charges, Building control
  - b. Regulatory Services (Licensing / Environmental Health / ASB / Trading Standards)
2. When does each contract expire ?
3. How much does each system cost annually?
4. Are you planning to go to market for a different Software System? If so, when?
5. How many users / licenses for each system do you have?
6. Who is the person responsible for your Software System? Please provide full name if possible.

**Response:**

- 1a. Idox
- 1b. Idox
2. 31/03/2028
3. £53,317.76 per annum
4. No
5. 40 licences
5. ICT Manager

This concludes your request FOI/EIR 25/26-055.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.