

FOI number: **HBC\_FOI\_20210165**  
Date FOI Received: **11/03/2021**  
Department: **Information Digital Services**  
Title: **Regulatory Services Software**  
Description: **Regulatory Services Software**

**Request: (As Redacted sent by requestor)**

1. What Software Systems are currently used by the Council for Planning, Land Charges, Building Control, Trading Standards, Licensing, Environmental Health and ASB?
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 / licences for each system do you have?.
6. Who is the person responsible for your software system(s)? Please provide full name, title and contact information

**Response: (Response as Redacted sent by service)**

1. Hertsmere Borough Council uses Idox Uniform for Planning, Land Charges, Licensing, Environmental Health and ASB.  
  
Trading Standards is the responsibility of Hertfordshire County Council and Building Control services are provided by Hertfordshire Building Control.
2. Annual rolling contract reviewed April each year.
3. £20,340.00 pa
4. Next annual review April 2022.
5. 50 concurrent licences
6. John Robinson, Information and Digital Services Manager, [john.robinson@hertsmere.gov.uk](mailto:john.robinson@hertsmere.gov.uk)

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services