

From: FOI Responses
Sent: 27 May 2025 17:16
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Thank you for your Freedom of Information request dated 29 May 2025, for information about Planning and Regulatory Services.

Please find below City of Doncaster Council's responses to the questions you have raised.

Request:

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)

Response:

The system used for Planning, Land Charges, Building control is IDOX Uniform and TLC.

The system used for Regulatory Services (Licensing / Environmental Health / ASB / Trading Standards) is Northgate M3.

Request:

2. When does each contract expire ?

Response:

This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available within City of Doncaster Council's Contract Register under 'List of Current Contracts' at: <https://www.doncaster.gov.uk/services/the-council-democracy/local-transparency-current-contracts>

Request:

3. How much does each system cost annually?

Response:

As above, this information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available within City of Doncaster Council's Contract Register under 'List of Current Contracts' at: <https://www.doncaster.gov.uk/services/the-council-democracy/local-transparency-current-contracts>

Request:

4. Are you planning to go to market for a different Software System? If so, when?

Response:

As per the response to questions 2 and 3, the contract expiry dates are publicly available therefore this information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible

to the applicant by other means. In this case the information is available within City of Doncaster Council's Contract Register under 'List of Current Contracts' at: <https://www.doncaster.gov.uk/services/the-council-democracy/local-transparency-current-contracts>

Request:

5. How many users / licenses for each system do you have?

Response:

IDOX Uniform – there are 60 concurrent licences
TLC – 6 departments use this currently, there is capacity for 10.
Northgate M3 – there are 111 users and 67 licenses.

Request:

6. Who is the person responsible for your Software System? Please provide full name if possible.

Response:

This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available within City of Doncaster Council's Contract Register under 'List of Current Contracts' at: <https://www.doncaster.gov.uk/services/the-council-democracy/local-transparency-current-contracts>

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £147.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer
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