



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-049, please find your question and our response below.

Request:

Please can you provide me with the following information with regards to your Housing Standards Case Management Software: -

1. The Head/Manager responsible for Housing Standards, their contact details including their job title, email address and telephone number.
2. What Case Management Software do you use for Housing Standards, i.e. Idox, Civica, Arcus?
3. If you use a specific software, how long is the contract for and what is the value of the contract?

Response:

1. Liz Knox, Environmental Services Manager, Email: elizabethknox@eastcambs.gov.uk, Tel: 01353 665555
2. Idox
3. Contract is currently valid until 31/03/2025, at a value of £43,163 per annum plus RPI. Idox is used by multiple departments within the Council and the contract is for 40 spatial licences for Uniform.

This concludes your request FOI/EIR 23/24-049

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 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.