



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 23/24-088, please find your question and our response below.

Request:

- What Case Management software are currently being used by the Council?
- Who is the person responsible for the identified Software Systems? Please provide full name, title and contact information if possible.
- If you do not have a case management system, how are cases currently managed and resolved?

Response:

- Idox – Environmental Services, Developmental Services, Street Naming and Numbering
Iken – Legal
Firmstep – Customer Services
Locata - Housing
- Idox – ICT Manager, icthelp@eastcambs.gov.uk
Iken – Legal Manager, maggie.camp@eastcambs.gov.uk
Firmstep – Customer Services Manager, annette.wade@eastcambs.gov.uk
Locata – Housing Manager, angela.parmenter@eastcambs.gov.uk
- n/a

This concludes your request FOI/EIR 23/24-088.

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.