

# AYLESBURY VALE DISTRICT COUNCIL

## Business Strategy & Support

Please ask for: Francisca Harpur  
Direct Line: 01296 585771  
Switchboard: 01296 585858  
Text Relay: prefix telephone number with 18001  
Email: Records@aylesburyvaledc.gov.uk  
Our Ref: FOI 8376  
Your Ref:



16 July 2019

TO: FOI REQUESTER

SENT BY EMAIL ONLY

Dear FOI Requester

### RESPONSE TO INFORMATION REQUEST

This request was answered under the Freedom of Information (FOI) Act 2000.

### REQUEST

Please could you provide the following information regarding your current Software System:

1. What Software Systems are currently used by the Council for Planning, Land Charges, Building control and Public Protection/Licencing/Environmental Health?
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, title and contact information if possible.

### RESPONSE

Thank you for your information request to Aylesbury Vale District Council (AVDC).

**We use Uniform for Planning and Total Land Charges (TLC) for Land Charges. This software is provided by Idox Plc. We are in the process of migrating this service from Uniform and TLC to a Salesforce based solution with Arcus Global Ltd by end July 2019. We hold 56 licences for Uniform and have up to 6 users for TLC.**

**We use Built Environment 4 for Building Control and Regulatory Services for all of our Regulatory Service functions. These are managed packages provided by Arcus Global Ltd and operate on the Salesforce CRM. We are not planning to go to market for a different software system. We hold 155 licences across the platform although not all users will use each managed package as part of their day to day role.**

Details of contract costs and expiry dates can be found on our contract register at <https://www.aylesburyvaledc.gov.uk/selling-avdc>

The person responsible for software systems is Jaqueline Williams, System Administration Manager and she can be emailed on [jaqwilliams@aylesburyvaledc.gov.uk](mailto:jaqwilliams@aylesburyvaledc.gov.uk)



Should you require further information, please contact [records@aylesburyvaledc.gov.uk](mailto:records@aylesburyvaledc.gov.uk) or write to the Information Compliance Officer at the address given below.

If you feel that your request has not been properly handled or if you are dissatisfied with the outcome, you can request an internal review by e-mailing us at the above email address, or writing to us at:

Information Compliance Officer  
Corporate Governance  
Business Strategy & Support  
Aylesbury Vale District Council  
The Gateway  
Gatehouse Road  
Aylesbury  
Buckinghamshire  
HP19 8FF

Please note that you have the right to make a complaint direct to the Information Commissioner and details on how to do this are set out on the Information Commissioner's website:  
[www.ico.org.uk](http://www.ico.org.uk)

The Information Commissioner, however, will normally expect a complainant to have exhausted a public authority's internal review procedures first.

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### **Data Protection**

AVDC is a Data Controller under the General Data Protection Regulation (GDPR). We hold information for the purposes specified in our notification to the Information Commissioner and may use this information for any of them. We may receive information about you from other organisations, or we may give information to them. If we do it will only be as the law permits, to check the accuracy of information, to prevent fraud or detect crime, or to protect public funds.

Yours faithfully

Information Compliance Officer