

Ms Victoria Taylor

**Via email**

**London Borough of Redbridge**  
Lynton House  
255-259 High Rd,  
Ilford IG1 1NN

**Resources Support**

**Please reply to:**  
Barbara Lukasiewicz  
Senior Support Officer  
icw.information@redbridge.gov.uk  
[www.redbridge.gov.uk](http://www.redbridge.gov.uk)

Our ref: 10243881  
Date: 18 August 2020

Dear Ms Taylor

**Freedom of Information Act 2000**

Thank you for your request for information which was received on 11 August 2020.

Section 1 of the Freedom of Information Act 2000 provides two distinct but related rights of access to information which impose corresponding duties on public authorities:

- The duty to inform the applicant whether or not information is held by the authority and, if so,
- The duty to communicate that information to the applicant.

Please see below a copy of your request and the information being released to you.

- 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.***

The Council's response is contained in the attachment to this letter.

Please quote the reference number 10243881 in any future communications.



If you are dissatisfied with the outcome or the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within **20 working days** of the date of receipt of the response to your original email or letter and should be addressed to:

Information Officer, 7th Floor (front), Lynton House, High Road, Ilford, IG1 1NN or sent to [icw.information@redbridge.gov.uk](mailto:icw.information@redbridge.gov.uk)

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545 700  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

Barbara Lukasiewicz  
Senior Support Officer

