Emergency Powers Decision Report

Contractual Arrangement – IDOX Uniform Case Management Software

Decision Maker: Chief Executive

Service Areas: Planning, Building Control, Land Charges and IT
Directorate: Place
Report Author: Peter Richards, Assistant Director for Planning & Development
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Date of Decision: 2 November 2026

1. Power to make the decision

The decision is being taken under the authorisation contained in Section 9C – Delegations to Specific Officers of Part 3 (Responsibility for Functions) of the Council Constitution for the Chief Executive to take any emergency decisions in respect of the Council's executive functions which cannot be delayed until the next Cabinet meeting.

2. Decision Sought

To approve a 3-year direct award contract with IDOX Ltd via Crown Commercial Framework RM6259, including two additional modules.

3. Reason for urgency

The current contract with IDOX expires at the end of November 2026, and so there is urgency to agree the new contract and have it in place in advance of this to ensure continuity of several statutory services in the council.

4. Risk(s) of not taking the decision

The current contract with IDOX will expire and the Uniform and TLC software used by Planning, Building Control and Land Charges will no longer be available to the council. In this event, the ability to undertake the services performed by these teams would be severely hampered to the point that many statutory services will be unable to be undertaken or take significantly more time to process.

The risk of reputational damage to the council of this, together with the possibility of being placed in "special measures" by MHCLG related to those services, would be severe.

5. Financial impact if decision not taken forward

Loss of income to Planning, Building Control and Land Charges services as customers would take applications to other providers (where available) and through refunds on applications having to be provided.

6. Statutory Officer clearances

a. Section 151 Officer

Name Lee Walsh
Date 6 October 2026
Comments

The report seeks approval to enter into a three-year contract for the provision of the IDOX system at a total cost of £249k. In addition, approval is sought for the acquisition of the IDOX Insights and Exacom Building Safety Levy modules at a cost of £25,062 per annum (£75,186 over the three-year contract period) with a total contract cost of £324,186 over three years.

The core IDOX system cost equates to £83k per annum, of which £60k will be funded from IT budgets and £23k charged to the Development Control & Planning, Building Control and Land Charges services.
Of the additional module costs, £6,139 per annum relates to the Development Control & Planning service. Budget will for the additional cost will be funded from within the service. The remaining £18,923 per annum relating to the Building Control service will be funded from the Government New Burdens Grant for Building Safety from which the Council has received £111,800.

b. Monitoring Officer

Name: Alex Bougatef
Date 13 October 2026
Comments:

The exercise of emergency powers should be undertaken in consultation with the Leader or Deputy Leader of the Council. However, the Council has not yet appointed a Leader or Deputy Leader for the current municipal year so it is not possible to consult them. In addition, there is no certainty about when a Leader or Deputy Leader will be appointed as the Council has failed at successive meetings to do so. For the reasons given in the report an urgent decision relating to the report is required and it cannot await the appointment of a Leader and Deputy Leader at some undetermined future date.