

## Record of operational decision

<b>Decision title:</b>	Decision to award a contract to Insight Direct (UK) Ltd for Planning & Regulatory Services Software.
<b>Date of decision:</b>	5 <sup>th</sup> June 2025
<b>Decision maker:</b>	Director for Economy and Environment
<b>Authority for delegated decision:</b>	<p>Implementation of the Cabinet Member Environment decision to agree up to £1,396,000.00 of drawdown and expenditure required to complete procurement and implementation costs of a new replacement software system to support planning and regulatory services within Herefordshire Council.</p> <p>a) Drawdown of £1,396,000 from approved capital funding  b) Authority be delegated to Herefordshire Director for Economy and Environment to make all budgetary decisions to implement the project</p> <p><a href="#">Decision - Planning and Regulatory Services software - Herefordshire Council</a></p> <p><a href="#">Report Template Cabinet</a></p>
<b>Ward:</b>	Countywide
<b>Consultation:</b>	Political Group Consultation, 27 <sup>th</sup> March 2024
<b>Decision made:</b>	<p>Award a contract to Insight Direct (UK) Ltd for Planning &amp; Regulatory Services Software at £893061.97 for a 6-year period; at £98,161.40 pa and inclusive of supplier implementation fees of £304,093.57, with the option to extend for a further 2 years, subject to governance and budget.</p> <p>Approve expenditure of up to £1,396,000 for the implementation of the software, which includes costs of the supplier, Herefordshire Council, Hoople and other professional services.</p>
<b>Reasons for decision:</b>	<p>This project has been approved in the 24/25 capital programme. Insight Direct (Ltd) were the successful bidder following a mini-competition (call-off) from the VAS framework.</p> <p><b>Key considerations and benefits of new software</b></p> <p>The council is replacing the business software system used in service areas including planning &amp; building control, waste, conservation, environmental health, public health, licensing, and strategic housing. It is also used by the Home Improvement Agency.</p> <p>The current business software system is no longer fit for purpose and does not now provide what is required to support services - it is not intuitive, it is difficult to use, often has faults/downtime, has very limited digitisation, it is very labour intensive and it doesn't enable statutory reporting on key functions.</p> <p>The current product is at the end of life and if not replaced this will leave the council without a business-critical software system for undertaking statutory</p>

	<p>processes.</p> <p>The council is committed to providing the best possible services. Adopting the new software, on a modern platform, will support our services, residents, businesses and communities.</p> <p>The new software platform will produce efficiencies in the speed and quality of processing the regulatory and statutory functions; and enable residents to apply for and view the progress of applications in a much easier and convenient manner than is currently possible.</p>
<p><b>Equality Considerations</b></p>	<p>The procurement process identifies that the IT system procured must support accessibility for all service users in compliance with Public Sector body accessibility regulations WCAG2.1 Level AA and WCAG2.2. In addition, public sector websites and mobile apps must publish an accessibility statement.</p>
<p><b>Highlight any associated risks/finance/legal/equality considerations:</b></p>	<p>Risk Mitigation</p> <p>Implementation Resource - Reprioritise other work or engage professional services dependent on the prevailing risk encountered.</p> <p>Implementation Delay - Should any implementation delays occur, then additional mechanisms may have to be implemented to mitigate any risk. Each prevailing risk will be reviewed and scored. Mitigation will be agreed dependent on the score and ability to treat or resolve within the context of the project delivery.</p> <p>The procurement was carried out through a framework which is compliant with the Council’s Contract Procedure Rules and the Public Contract Regulations 2015.</p> <p>The capital budget for supplier implementation was £260k, therefore £45k of the contingency will be used to fund the capital implementation costs of £304k.</p> <p>The remaining £637k contract costs are the annual license fees etc. that will be funded from the revenue budget, paid as an annual fee over the 6 years and not an upfront cost.</p>
<p><b>Details of any alternative options considered and rejected:</b></p>	<ol style="list-style-type: none"> <li>1. Do nothing. The current software will be unsupported in the future. This would lead to a rush to procure and implement; in the meantime, the services would need to work with an inefficient system. This would risk statutory services not being provided by Herefordshire Council.</li> <li>2. Do minimum. By not having a full suite of software options, teams and customers would be impacted. Further IT solutions would have to be procured, likely to increase overall costs of support and integration.</li> </ol> <p>For this reason, this option is rejected in favour of procurement of this software solution.</p>
<p><b>Details of any declarations of interest made:</b></p>	<p>None</p>

Signed.......... Date: 06 June 2025