

### Record of operational decision

<b>Decision title:</b>	Decision to approve the Contract Change Notice (CCN) with Insight Direct (UK) Ltd; and the project delivery costs and professional services costs to support implementation of the Planning and Regulatory Services Software within the agreed budget.
<b>Date of decision:</b>	26 <sup>th</sup> November 2025
<b>Decision maker:</b>	Service Director for Economy and Growth
<b>Authority for delegated decision:</b>	<p>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>	None
<b>Decision made:</b>	<p>Decision to approve the Contract Change Notice (CCN) and expenditure of up to £105,084 within the agreed capital budget. Supplier implementation costs of £304,093.57 and a contract with Insight Direct (UK) Ltd were approved in June 2025. A CCN has been issued as the requirements of the contract have changed and a phased implementation of the software is now required.</p> <p>Decision to approve £986,823 project delivery costs and professional services costs, including Kapas Consultancy and Hoople, to support implementation of the Planning and Regulatory Services Software within the agreed capital budget.</p>
<b>Reasons for decision:</b>	<p>The contract currently is for a single go live of the software for all services that will be using the new system. It has since been confirmed that from 1<sup>st</sup> October 2026, all Local Authorities will be responsible for collecting and monitoring the <a href="#">Building Safety Levy</a>. The current system we are using will not support these new requirements, meaning an earlier go live date of 1<sup>st</sup> October 2026 is necessary. The expected resource requirements from Herefordshire Council and Hoople would put the project at significant risk if we continued with a single go live date. The recommendation therefore is to stagger the go live into two phases with Planning and Building Control services being part of the first phase to go live by 1<sup>st</sup> October 2026. The remaining services will be part of the second phase.</p>

	The project delivery costs and professional services costs reflect the resource requirements from the service areas, the project team and Hoople to implement the software. Kapas Consultancy have assisted with the implementation of this software across 16 Local Authorities and their expertise at providing automated solutions are recognised by the software supplier. Using Kapas Consultancy will minimise the risk of not meeting the timescales and their support will ensure smoother implementation and transition to the new software.
<b>Equality Considerations</b>	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.
<b>Highlight any associated risks/finance/legal/equality considerations:</b>	If the CCN is not accepted, then the resource and time required to fully migrate all relevant services within the current back-office system to the new software by 1 <sup>st</sup> October 2026 is likely to put added financial pressure on the approved budget and there is a high risk the timescales would not be met. The Building Safety Levy date is nationally set, and the capacity to fulfil the requirements does not exist within our current system.
<b>Details of any alternative options considered and rejected:</b>	Do nothing. This is not recommended as there is a risk that all services would fail to migrate within the required timescales. Additional unplanned costs would be incurred to manage additional data transfers, plus additional unscheduled and unknown costs to resolve any outstanding issues. There would also be reputational damage, as staff will likely find themselves unable to provide efficient service delivery.
<b>Details of any declarations of interest made:</b>	None

Signed..... Date