



Information Governance Team

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15 August 2025

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI733197769

Thank you for your request for information relating to Software.

You have requested the following information:

1. Software System in Use

For each of the functions mentioned above, please provide:

a) The name of the software/product

- Planning: iDox Public Protection
- Building Control: iDox Public Protection
- Land Charges: iDox Public Protection
- Environmental Health: Civica CX
- Licensing Civica: CX

b) The vendor/provider

As above

c) Whether the version used at your local authority is on-premise or cloud-hosted

All products are cloud hosted.

d) The year of original implementation (and also the other solutions that submitted proposals in the RFP prior to the original implementation)

Idox was implemented in 2023 and Civica CX in 2024.

e) The respective contract's end date; term extension clauses and respective conditions; and current plans to use the extension option (if applicable)

The information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing our Contracts Register on the Council website, please use the following link:

https://www.coventry.gov.uk/downloads/download/1362/contracts_register

To assist with your searches, the contract references are COV 8633 and COV 16663.
There are no plans currently.

2. Supplier Performance

For each of the systems mentioned in 1.a):

- a) If a rating was collected from an internal user survey, please note the date and provide a link, if available**
- b) Is the vendor currently (or in the last 12 months) under any performance improvement measures, as described in their respective contract?**

It is confirmed that the Council does hold information pursuant to your request. However, it is our view that the information is exempt from disclosure under Section 43(2) – Commercially Sensitive Information. Section 43(2) exempts information from disclosure where disclosure of that information would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity).

It is the Council's position that the third party providers and its own commercial interests would be prejudiced and/or would be likely to be prejudiced by the disclosure of the requested information.

Once the information is disclosed this means that it will be in the public domain and it could not only be used by the requester but also any other providers in a similar market.

Arguments in favour of disclosure.

- Promote accountability and transparency for the Council's decisions and in its spending of public money.
- Assist the public to understand and challenge our decisions.
- Inform the public of the activities carried out on their behalf, allowing for more user involvement and collaborative decision making.
- Enable the public to better scrutinise the public monies spent

Arguments against disclosure.

- There is a public interest in allowing public authorities to withhold information which if disclosed, would reduce providers' ability to compete in a commercial environment.
- The successful providers operate in a competitive market. If prejudicing the commercial interests of the successful providers in the market would distort competition in that market, this would not be in the public interest.
- Disclosure of information may cause unwarranted reputational damage or loss of confidence in the Council.

- Revealing information such as a pricing mechanism can be detrimental to a provider's commercial interest. If an organisation has knowledge of a provider's business model, it can exploit this for its own commercial interest. This would also have a detrimental impact on the Council on other contracts and procurements by distorting the market, for the reasons stated above.

Having considered the arguments for and against disclosure, the Council has decided that the public interest in this case is best served by maintaining the exemption under section 43(2) FOIA and by not disclosing the information requested.

The decision to withhold the information requested is therefore upheld on the basis that Section 43(2) in relation to commercially sensitive information has been applied correctly.

3. Expenditure

For each of the systems mentioned in 1.a):

a) Please indicate the total contract value (TCV), the implementation cost and the total on-going annual subscription cost

We refer you to our response to Question 1e.

4. Licenses / Users

For each of the systems mentioned in 1.a):

a) Current number of active users or licenses

Civica CX approximately 110

iDox Public Protection - 43

5. Other

a) Are there any ongoing discussions, proposals, or binding decisions related to local government reorganization involving your authority (as part of the Local Government Reorganization programmed) — including potential structural changes such as consolidation into a unitary authority or shared service arrangements with neighboring councils? If it is public knowledge, can you provide the councils with which the consolidation will occur?

Not applicable to Coventry.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance