NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

CABINET – TUESDAY 25th AUGUST 2026

Title of Report	**UNIFORM IDOX SOFTWARE AND LICENCING CONTRACT RENEWAL**	
Presented by	Councillor Keith Merrie Corporate Portfolio PH Briefed ☐	
Background Papers	**N/A**	**Public Report:** Yes **Key Decision:** Yes
Financial Implications	The new contract is expected to cost £0.339m over three years, this is an increase of £0.055m on the current contract cost. In 2026/27 there will a budget pressure of £0.015m. The additional cost cannot be contained within the existing IT budgets. It is proposed that the additional 2026/27 is funded from contingency reserve and future years will be funded as budget growth which will be delivered through the budget setting process for 2027/28. The table below is a summary of the expected impact on the General Fund budget.	

Year	Current Cost £'ms	New Cost £'ms	Increase in Cost £'ms		Budget £'ms	Budget Pressure £'ms
2026/27 (full year impact)	95	102	8		87	15
Pressure	**95**	**102**	**8**		**87**	**15**
overlap 2026/27	39	47	8		36	11
2027/28	95	113	18		87	26
2028/29	95	113	18		87	26
2029/30 *	55	66	11		51	15
Total contract growth	**284**	**339**	**55**		**262**	**77**

* Pro-rated figures due to 3 year contract ending on 30/10/29

Note:- The total budget pressure for the new contract is £0.077m over 3 years.

The three-year contract price includes future Consumer Prices Index (CPI) adjustments, within the contract term.

Signed off by the Section 151 Officer: Yes

Legal Implications	This has been procured via the VAS framework and so is both compliant with the Procurement Act 2023 and the Council's own Contract Procedure Rules. **Signed off by the Monitoring Officer**: Yes

LGR Implications	The proposed contract term is three years. Whilst Local Government Reorganisation remains ongoing, the continuation of a business-critical system is required to maintain statutory planning, building control, licensing and environmental health functions. Any successor authority will have the opportunity to review systems and contracts as part of future transition arrangements.
Staffing and Corporate Implications	The Uniform system supports a number of critical front line and back-office services. Renewal of the contract will ensure continuity of service delivery and avoid significant operational disruption.
	Signed off by the Head of Paid Service: Yes
Purpose of Report	To seek Cabinet approval to enter into a renewal contract with Uniform for licencing, support and maintenance on the IDOX software suite at a total cost of £0.339m over 3 years
Reason for Decision	The level of expenditure on the proposed contract exceeds the authority level in the Scheme of delegation.
Recommendations	**THAT CABINET:** **1) APPROVES THE AWARD OF A THREE-YEAR CONTRACT TO IDOX SOFTWARE LTD FOR LICENCES, SUPPORT AND MAINTENANCE OF THE UNIFORM SOFTWARE SUITE AT A TOTAL VALUE OF £0.339m** **2) APPROVE THE USE OF THE CONTIGENCY RESERVE FOR THE £0.015m ADDITIONAL 2026/27 COST OF THE CONTRACT** **3) NOTES THE ASSOCIATED FUTURE YEARS GROWTH OF WILL BE INCORPORATED INTO THE MEDIUM-TERM FINANCIAL PLAN (PARAGRAPH 3.4)**

1.0 BACKGROUND

1.1 IDOX is an integrated document management ICT system and is one of the Council's key business applications for the following services:

- Environmental Health
- Licencing
- Public Access
- Planning
- Document Management System (DMS) and;
- Building control

1.2 The system is provided by supplier Uniform. The system has been used by the Council for over 20 years and is well integrated into customer services digital forms as well as Power Bi for data management and analytics.

1.3 The current three-year contract with Uniform for the IDOX software suite comes to an end in October 2026 and a new three-year contract is needed for software licences, maintenance and support. The new contract must be signed by 31 October 2026.

2.0 PROPOSED PROCUREMENT

2.1 The proposed procurement for the system is via the VAS Framework. This allows for a direct award, compliant with the Procurement Act 2023 and the Councils own Contract Procedure Rules. Suppliers on the Framework have already been subject to competitive tendering and due diligence. This procurement route has been reviewed and confirmed compliant by legal and procurement services.

2.2 Further in anticipation of Local Government Reorganisation the transition to a new provider is inadvisable at this time. Failure to secure an ICT documents management system would have a detrimental impact on service that doing nothing is not an option.

3.0 FINANCIAL IMPLICATIONS

3.1 The new contract value is £0.339m over three years. Existing revenue budget provision totals £0.262m over the same period. Approval of this contract therefore creates a budget pressure of £0.077m over the life of the new contract. Subject to Cabinet approval, this pressure will be incorporated within future budget-setting and Medium-Term Financial Plan (MTFP) processes

3.2 This increase is due to CPI and inflationary costs. The Council has already paid up to the end of October, therefore, the pressure for 2026/27 will be £0.015m. It is recommended that this additional funding for 2026/27 will come from the contingency reserve.

3.3 By entering into this contract with Uniform, the Council will have an up-to-date contract reflected in the contracts register which meet Council procurement requirements.

3.4 The table below shows a year-on-year breakdown of the costs

Year	Current Cost £'ms	New Cost £'ms	Increase in Cost £'ms		Budget £'ms	Budget Pressure £'ms
2026/27 (full year impact)	95	102	8		87	15
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<table>
<tr><th colspan="2">Policies and other considerations, as appropriate</th></tr>
<tr><td>Council Priorities:</td><td>Support for businesses and helping people into local jobs</td></tr>
<tr><td>Policy Considerations:</td><td>N/A</td></tr>
<tr><td>Safeguarding:</td><td>To ensure continuity of services to potentially vulnerable customers</td></tr>
<tr><td>Equalities/Diversity:</td><td>To ensure continuity of service to all customers</td></tr>
<tr><td>Customer Impact:</td><td>To ensure continuity of service to all customers</td></tr>
<tr><td>Economic and Social Impact:</td><td>N/A</td></tr>
<tr><td>Environment and Climate Change:</td><td>N/A</td></tr>
<tr><td>Consultation/Community/Tenant Engagement:</td><td>N/A</td></tr>
<tr><td>Risks:</td><td><table>
<tr><th>Risk</th><th>Mitigation</th></tr>
<tr><td>Failure to renew contract</td><td>Loss of planning/building control/licensing systems</td></tr>
<tr><td>Supplier dependency</td><td>Market testing and framework procurement</td></tr>
<tr><td>Budget overspend</td><td>Growth incorporated into MTFP</td></tr>
<tr><td>System failure</td><td>Support and maintenance included</td></tr>
<tr><td>Data and regulatory compliance</td><td>Contractual obligations and support arrangements</td></tr>
<tr><td>Customer portals showing out of date information</td><td>Customer portals and website showing out of date information as the integrations are no longer working</td></tr>
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<tr><td>Officer Contact</td><td>Sam Outama
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