FOI number: **HBC_FOI_2019143**
Date FOI Received: **13/02/2019**
Department: **Planning**
Title: **Planning Improvement Programme 2016**
Description: **Details on how the planning improvement case management software was selected as part of the Planning Improvement Programme 2016.**

Request: *(As Redacted sent by requestor)*

Could you please send me all project plans, reports and guidance notes related to the Planning Improvement Programme initiated in Hertsmere Borough Council in 2016. Specifically: Can you please send me reports, recommendations or audits undertaken on the pre-replacement case management software.

Response: *(Response as Redacted sent by service)*

Information regarding the pre-replacement case management software is held on the Council's website and is accessible via the following links:

http://www5.hertsmere.gov.uk/democracy/documents/s16216/2012-05-01AR09PlanningServicePlan.pdf

http://www5.hertsmere.gov.uk/democracy/documents/s16189/2012-05-01AR09PlanningServicePlanAPPENDIX%202.pdf

http://www5.hertsmere.gov.uk/democracy/documents/s16188/2012-05-01AR09PlanningServicePlanAPPENDIX%201.pdf

http://www5.hertsmere.gov.uk/democracy/mgIssueHistoryHome.aspx?IId=24581&Opt=0

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire   SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services