

Service Area	Explanation	IT System Name	Supplier/Vendor	Contract Start Date	Contract End Date	Contract Value (or Annual Cost)	Number of Users/Licenses
Finance & Accounting	Manages financial processes including budgeting, invoicing, and financial reporting.	TechnologyOne	TechnologyOne	01/04/23	31/03/26	£277,789 over three years	Licence class is based on population of Dover (115,000)
Human Resources (HR) & Payroll	Covers recruitment, payroll, employee management, and HR administration.	iTrent	Midland HR	19/02/25	18/02/30	£828,192.37 (this is a shared payroll service)	1800 (this is a shared payroll service)
Procurement & Contract Management	Handles purchasing, contract tenders, and supplier management.	Proactis	Proactis	01/10/24	30/09/25	circa £1500	
Customer Relationship Management (CRM)	Manages interactions with residents, service requests, and complaints.	The Council has no CRM					
Document & Records Management	Stores, manages, and archives electronic documents and records.	SharePoint Online	Microsoft	01/10/22	30/09/25	£200,000 (per year, Full MS365 contract)	530
Elections & Democratic Services	Supports electoral roll management, election administration, and council meetings.	Xpress Management (Elections) Xpress Register (Elector Registration) Mod Gov (Meetings)	Civica	Rolling annual contract from 1 April each year - Elections/Elector Registration April 2023 - Meetings	April Each Year - Elections/Elector Registration April 2027 - Meetings	£15,252.04 - Elections/Elector Registration £18,137.84 - Meetings	No Limits
Social Care (Adults)	Case management for social services, safeguarding, and care planning.	No responsibility for social care					
Social Care (Children)	Case management for social services, safeguarding, and care planning.	No responsibility for social care					
Childrens Services (0-5)	Services for children up to the age of five	No responsibility for social care					
Childrens Services (5-19)	Services for children between 5 and 19 years old	No responsibility for social care					
Obesity Services	Systems used to provision of obesity services	No responsibility for public health					
Mental health services	Systems used to support Public Mental health services	No responsibility for public health					
Education & Schools Management	Manages school admissions, student records, and pupil tracking.	No responsibility for education					
Public Health & Wellbeing	Systems supporting public health monitoring, interventions, and partnerships with NHS.	No responsibility for public health					
Housing & Homelessness	Manages housing applications, tenancy management, and homelessness support.	NEC - Housing Huume - Homelessness	NEC - Housing Huume - Homelessness	31/07/2024 - Housing 28/09/2022 - Homelessness	30/07/2027 - Housing 27/09/2029 - Homelessness	£387,477.65 ex VAT - Housing £14,343.14 - Homelessness	166 - Housing 67 - Homelessness
Planning & Building Control	Supports processing of planning applications, enforcement, and local plans.	Uniform	Idox	01/04/23	31/03/26	£35,971	60
Highways & Transport	Manages road maintenance, street works, and public transport planning.	No responsibility for highways					
Waste Management & Environmental Services	Covers refuse collection, recycling, street cleaning, and environmental health.	No Council system, use system provided by contractor					
Revenues & Benefits	Administers council tax, business rates, and welfare benefits processing.	Open Revenues	Civica	1994	Oct-29	This is a shared service contract and not held by the District Council	This is a shared service contract and not held by the District Council
Licensing & Regulatory Services	Systems for managing taxi licensing, premises licensing, and food safety regulations.	Idox Cloud	Idox	29/07/24	28/07/25	£51,000 (per year)	92
Community Safety & Crime Prevention	Supports initiatives for crime reduction, anti-social behaviour management, and local policing collaboration.	Idox Cloud	Idox	29/07/24	28/07/25	£51,000 (per year)	92
Fire & Rescue Service Management	Manages incident reporting, resource allocation, and emergency planning.	No responsibility for fire and rescue					
Public Protection	Covers environmental health, pest control, food safety, and regulatory enforcement.	Idox Cloud	Idox	29/07/24	28/07/25	£51,000 (per year)	92
IT Service Management & Helpdesk	Internal IT helpdesk and service request tracking.	Custom Built app (In house)					
Integration platforms	IT systems that are used to integrate between it systems within the Local Authority, or with other external organisations such as the NHS, Carehomes etc.	Not Applicable					
Cybersecurity & Data Protection	Systems used for security monitoring, GDPR compliance, and data protection.						
GIS & Mapping Services	Geographic Information Systems used for planning, infrastructure, and asset management.	ArcGIS	ESRI				

Please ignore any service areas that are not relevant for your organisation