

FOI number: **HBC\_FOI\_20200088**  
Date FOI Received: **30/01/2020**  
Department: **Information Digital Services**  
Title: **Performance and Risk Management Software Systems**  
Description: **Details of the cost and setup of performance and Risk Management Software Systems**

**Request: (As Redacted sent by requestor)**

I am presently conducting some market research on performance and risk management systems within local authorities and wondered whether you might be able to assist us with such matters.

Would it be possible you could pass this email to relevant officer to see whether perhaps they could provide some information on this type of software. The Council would gratefully appreciate any information you could provide us with:

1. Does your authority have an integrated performance and risk management system (software solution)?
2. Is the system an internally built 'in house' system?
3. If the system is provided by an external supplier, could you please provide the company name / address/ website of the external supplier?
4. Can you please list all original setup costs and annual contract costs? (where they are not commercially sensitive)
5. How long has your authority had this system?
6. Does the system have additional integrated modules (other than performance and risk) e.g. project management, Partnership, Financial etc
7. If your performance management systems and risk systems are not integrated, could you please confirm if each system is 'in house' built or provided by an external provider (if external provider, in each case please provide the company name / address/ website of the provider)
8. Does the performance/risk system have an integrated dashboard output or external (third party) supplier dashboard output?
9. If external could you please provide the company name / address/ website of the external supplier?
10. Does the performance/risk system have an integrated reporting output or external (third party) supplier reporting output?
11. If external could you please provide the company name / address/ website of the external supplier?

In the event you have any queries please contact me on the telephone number below.

Many thanks

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

1. Yes
2. No
3. Pentana Risk <https://www.ideagen.com/>
4. The cost of risk module is £5,538.66 pa. Original set up costs are no longer available. There is additional charge of £4,300.00 pa for the appraisal module.
5. 10 years.
6. Pentana can supply other modules please refer to their website.

- 7. N/A
- 8. Yes Integrated
- 9. N/A
- 10. Yes Integrated
- 11. N/A

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](http://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