

Application Name	Description	Service	Function
4Me	ICT Helpdesk	Thurrock	IT
AccsMap	Accident data	Highways Infrastructure	
ANPR (Automatic Number Plate Recognition)	System in operation for collection details of vehicles accessing the HWRC (Household Waste and Recycling Centre)	Transport	IOT
Anycomms+ (AVCO)	Secure File Transfer	Children's Services / School Staff	Enterprise IT
Arbortrack	Tree mapping system used to map out all trees within the borough to enable these to be managed effectively and issues to be logged/tracked	Street Scene and Leisure	Mapping software
Arc GIS	GIS Mapping	Strategy	Mapping software
Autocad	Design software	Planning	Design Software
Bang the Table (UK) - online consultation portal	An online engagement platform	All Council services can access the admin site but a login and access needs to be granted by the Community Development & Equalities Team. The public site can be accessible to everyone without signing up to the system, although some 'projects' will require sign up before the public is able to respond to them e.g. petitions and statutory consultations such as the Local Plan.	Channel Management
Bartec	Back Office scheduling management and reporting tool	Waste	Scheduling Tool
Beyond Financial Forecasting		Corporate Finance	
Blue Badge Case Management System	Online Blue Badge system	Adults	Case Mgt
Bottomline C-Series / PTX	Processes BACS and Cheques Payments	Finance & IT	Accounting and Finance
Bottomline C-Series / PTX	Processes BACS and Cheques Payments	Finance	Payroll/Finance
CACI Childview CCM	Childrens Centre Management System	Children's Services	Service Management
Capita	Reports and case management information for children between ages of 13 - 19 and up to 25 for SEN.	Childrens Services	Case Management
Care and Support at Elizabeth Gardens	To deliver adult social care and housing related support for Older Adults (aged 55 and over) within extra care housing, known as Elizabeth Gardens. Referrals are made to the care organisation who manage the system and provide reports to the Council	Adults Social Care	Service Management
Carefor - NHS			
Careline/Jontek	An alert system to help older, frail or disabled people remain in their own homes with the knowledge that they always have somebody to help them in an emergency	Careline Staff	Channel Management
Carline App (via tablet)	Carline App (via tablet)	Careline Staff	Channel Management
Caspar (archive only)	Small application used by 4-6 users	Housing	Corporate Apointeeship
CCTV	CCTV installations (x3) for the purposes of staff and public safety and to detect investigate and prosecute criminal offenses	CCTV Team	IOT
Civica Pay	Counter Receipting/Cash management system	Customer Services/ Revs & Bens Debt management / Finance / Rents / Support Services/ Thameside Theatre/ Licensing/Blue Badge	Accounting and Finance
Collective Performance	Waste management and reporting tool	Waste	Service Management
Colony	Allotments software	Place	Allotment management.
Concerto	Facilities issues log system	Council Facilities	Facilities Management
Connected Workspace	Citrix Virtual Desktop.	Council Wide.	Working solution for large portion of Council Workers.
Contact Centre Client	Used for Customer Services.	Contact Centre	Used for Customer Services resident support.
ContrOCC	Social Care Contracts Management and Care Provision. Note: ad hoc Access Database with linked tables can be created within the system. Data in ContrOCC is mastered by LAS.	Children's	Accounting and Finance
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Covid-19 Test and trace (Covered under COPI Regulations currently extended until 31 March 2022)	Public Health England Pandemic Test and Trace Data	Public Health	Case Mgt
CYPAD (sister company of ParentPay)	Catering management system	Children's Services / Catering Services	Service Management
DataMap	Mapping software	Education	Route software to schools and colleges.

Delphi	Payroll archived data as we need to legally retain a certain level of historic data	Payroll	Payroll
DocQ Manager	Printing application	Mailroom	Manages aspects of printing.
Drones (Environmental Protection Officers use of Unmanned Aerial Systems UAS)	Recording evidence for enforcement and investigatory matters	Public Realm	IOT
DSI Billing Services Ltd	Production of Council Tax, NNDR and Benefits Letter	Revs and Bens	Printing
EasyBOP	Date Warehouse	Housing Investment	Enterprise IT
ECT Manager	System used for monitoring New Qualified Teacher induction	Children's Services / schools / NQTs	HR/Payroll
ED of E	System for young people to enter and update their details re their progress towards DoE awards.	Childrens Services, Schools, Voluntary groups, young people.	Case Mgt
e-PEP	Looked After Children Personal Education Plan System	Children's Services / Schools Staff	Case Mgt
Epilog	Burials information including interments and plot ownership	Environment and Highways	Sales
Evolution	Contact Relationship Management (CRM) system for LoCASE (Low Carbon Across the South East) Project		CRM
Evolve	On line system for capturing information re schools and establishments trips and residential	Childrens Services, Schools, DoE Volunteers	Channel Management
Exchange Online (part of Office m365 suite) - agreed with Lee Henley that this shouldn't be on the RoPA	Exchange online -This will be a direct replacement to replacement the legacy Exchange 2010 which goes end of life and will no longer receive security updates or support. Intune - This will provide secure mobile E-mail in direct replacement for Blackberry	Council Wide.	Enterprise IT
Express	Electoral registration & Management System	Electoral Services	To manage local elections.
Ezescan	Large batch scanning for records management.	Information Management	Scan physical records into e-copies.
Faredeal	Concessionary Bus Pass administration and management system	Passenger Transport Unit	Service Management
Ferret Renovator	Renovations plug-in for Uniform	Adult Social Care and Community Development	Manages property renovations
FFT Aspire	School and Pupil attainment information	Children's Services / Schools staff	Reporting
Flag	Date Warehouse	Housing Investment	Enterprise IT
Fleetmaster	Fleet management and stores system	Public Realm	Physical Asset Management
FortiClient VPN	Security software	Networks Team	
GIM2	Generic Import Module	Revenue and Benefits	Import tool
gov service / Granicus	Online forms for residents	Residents - customer facing.	Provides e services for residents
Health Diagnostics	Assessment recording and reporting system for individuals having an NHS health check	Health Improvement	Case Mgt
Help2Rent	IT software for applicants approaching the council to access and find accommodation. (moved from 3rd party 16/06/2020)	Housing	Channel Management
Highway paper records	Various historic paper based records	Environment and Highways	Doc Mgt
ICPS	Penalty Charge Notice (PCN) management	Parking enforcement	Parking management
Idox DMS	Planning DMS System	Planning	Records Management
Idox Enterprise	Additional Uniform Module	Planning	Records Management
Idox Public Access	Thurrock online planning permission reference portal	Planning	Records Management
Idox TLC	Total Land Charges - used for land (assets) monitoring in Thurrock	Planning	Records Management
IGTK (online)	Online Information Governance Toolkit	Information Management	Records Management
IKEN (hosted by LBBD)	Legal Case Management System	Legal Services	Case Mgt
IKEN (hosted by LBBD)	Legal Case Management System	Legal	Case Management
IKEN (HR)	HR Case Management System. IKEN (HR) is a case management system relating to Disciplinary, Grievance, Capability, sickness etc. IKEN reduces the requirement for manual process which in turn impacts resourcing requirements in a positive way.	HR	Case Mgt
IKEN Legal	Legal Case Management System	Legal Services	Case Mgt
Incase Housing/Fraud	Housing Fraud Management	Fraud	Housing Fraud Management
Indesser - Not up and running as yet	Pursing debtors for the outstanding payments	Finance, IT, Legal	Accounting and Finance
Information at work / Anite	Revs & Bens EDRMS	Revs & Bens	Doc Mgt
Information at work / Anite / Enterprise	Revs & Bens EDRMS	Revs & Bens	
Now NEC Document Management			Records Management for Revs&Bens
Insight	Highways asset management	Environment, Highways & Counter Fraud	Service Management
Intranet	Thurrock internal website	Web Team	Communication

IYSS (Integrated Youth Support Services) - managed by Essex CC	Client Caseload Information System (CCIS) is local database that provides local authorities (LAs) with the information they need to support young people to engage in education and training; to identify those who are not participating and to plan services that meet young people's needs. It also enables LAs to provide management information to DfE through NCCIS (National Client Caseload Information System). Information recorded on NCCIS is used to: <ul style="list-style-type: none"> • monitor the extent to which young people are meeting their duty to participate in education or training. The government has raised the participation age (RPA) so that all young people in England are now required to continue in education or training leading to a relevant regulated qualification (Education and Skills Act 2008) until their 18th birthday. This requires all young people to continue in full-time education or training, an apprenticeship or traineeship, or full-time employment/working not for reward combined with part-time study until at least their 18th birthday; • produce LA monthly tables, which are available on the NCCIS portal, for LA services to compare and benchmark their performance against others; • produce public tables on GOV.UK at regular intervals to enable LAs to benchmark their own performance and to enable local stakeholders to hold their LA to account; • combine with administrative data to help DfE produce official statistics such as Key Stage 4 destination measures; and • evaluate government policies. <p>1.4 This MI Requirement describes the data that must be stored in CCIS and reported to DfE in a way that is consistent between LAs and with other data sources. The descriptions of data items do not mean that local systems should necessarily hold the information in that format, but data must be converted to the required format before being submitted to NCCIS.</p> <p>1.5 LA services may choose to record additional data on their local systems, such as educational attainment or information needed to support a wider range of services delivered by the LA. As this information will not be reported to DfE it can be held and stored according to local needs.</p>	Inspire Thurrock Careers and Inspire Youth Service	Case Mgt
JCAD LACHS	Loss Analysis Claims Handling System	Insurance	Case Mgt
Jigsaw	Case Management Tool managing HRA legislation	Housing Solutions	Case Mgt
LAS	Liquidlogic Adults Social Care System - Case Management	Adults	Case Mgt
LCS - CWD	Children with Disabilities (CWD) & Sunshine Centre	Children's Services	Case Mgt
LCS – Adoption	Childrens Social Care Case Management System	Childrens Services and Adopted Adults	Case Mgt
LCS - EHM – PASS	Childrens Early Help Case Management System	Children's Services / Partner Agencies	Case Mgt
LCS - EHM Sunshine Centre	Children with Disabilities (CWD) & Sunshine Centre	Children's Services	Case Mgt
LCS CP	Childrens Social Care Case Management System	Children's Services	Case Mgt
LCS Fostering	Childrens Social Care Case Management System	Children's Services	Case Mgt
LCS Fostering			
LCS Safeguarding	Childrens Social Care Case Management System	Children's Services	Case Mgt
Liquidlogic - EHM (MASH, PASS & Sunshine Centre)	MASH Enquiries, Children with Disabilities (CWD) & Sunshine Centre , Childrens Early Help Case Management System	Children's Services / Police / Helath	Case Mgt
Liquidlogic - LCS (CIN & CP)	Childrens Social Care Case Management System	Children's Services	Case Mgt
Liquidlogic - LCS (CLA, Fostering & Adoption)	Childrens Social Care Case Management System	Children's Services	Case Mgt
Management Studio Call Recording		Thurrock	
Matrix SCM	System used to procure Agency staff	HR	Recruitment
Mayrise	Highways maintenance planning	Highways	Maintenance
MeLearning	Training website	Children's Services / PQBI Team	HR/Payroll
Microsoft Active Directory	Thurrock ICT Users Directory	Council Wide	Enterprise IT
Mimecast - Cloud Archive	Email jounarling and archive for Thurrock permanent staff	IG	Compliance
MOD.GOV	Committee Records Management System	Democratic Services	Doc Mgt
MOD.GOV	Committee Records Management System	Information Management	Doc Mgt
MS Projects	Project management		Business intelligence
Museum Index Plus (Systems Simulations)	Museum Index Plus will be used to log existing data in digitised form.	Museum	Case Mgt
NEC (Northgate) NPS Citizens Access	Resident self- service platform	Revs & Bens	Channel Management.
NEC Customer Portal	Blue Badge Case Management System Support Portal	Blue Badge Team	Channel Management
Netloan - Libraries	Library system	Adults	Public Internet Provision
NEXUS	School and Pupil attainment information	Children's Services / Schools staff	Case Mgt

NEXUS (including Perspective Lite)	School and Pupil attainment information	Children's Services / Schools staff	Reporting
Northgate NEC Housing	Housing Information Management System	Housing	Case Mgt
Novalet	Choice Based Letting system for housing registration	Housing	Housing Lettings Management
NQT Manager	System used for monitoring New Qualified Teacher induction	Schools	
Nuance	To edit PDF documents	Planning	Document Management
Objective - this will be a limited entry only	Corporate EDRMS	Information Management	Doc Mgt
Oil Watch	Software for oil usage	Environment	Manages oil levels
One Q Job ticketing	Job ticketing for printing	ICT	Job ticketing for printing
Open Objects	SEND Local Offer	Children's Services / Providers / Parents	Case Mgt
Oracle - Business suite AP Module	Corporate ERP - Financials	Debtors	Accounting and Finance
Oracle - Business suite AR Module	Corporate ERP - Financials	Creditors	Accounting and Finance
Oracle - EBusiness suite	Corporate ERP - HR	HR	HR/Payroll
Oracle Cloud - Finance	For management of the Councils Finances, General Ledger and HRA	HR	CRM
Oracle Cloud - HCM	HR database which includes information relating to all employees and contingent workers (contingent workers = agency, volunteers, contractors etc.)within the council	HR	CRM
Oracle Cloud - Procurement	Delivers the end to end procurement functionality for the council	Procurement	CRM
Orchid Live	Occupational Health Database	Occupational health	Case Mgt
PAMS	Assessment of Parenting Capacity of adults/ parents/ carers with learning disabilities/ needs.	Children's Services	Case Mgt
PaperCut	MFD Printing Utility	Finance & IT	Printing
Paris (Archive only)	Counter Receipting/Cash management system	Finance	Finance
Parking & Enforcement	Pentalty Charge Notice (PCN) management	Public Realm	Sales
ParkMap	Map based Parking Restrictions	Environment	Mapping
Pathway Fraud Database	Bespoke case management system for use by Counter Fraud	Counter Fraud	Accounting and Finance
People Planner and Mobizio (contract due to end Feb 22)	Call rostering and care planning app that support the Wellbeing Teams Pilot.	Adults, Housing and Health	Service Management
Perspective Lite (Nexus)	School and Pupil attainment information	Schools	Schools
Plotbox	Cloud based system for burial bookings. i.e. funerals, graves and Statutory burial records	Burial administration team	Sales
PR Gloo	Media relations monitoring	Strategy, Communications and Customer Services	Service Management
Psychological Assessments - CF Social Work	The provision of psychological, psychiatric, parenting, ISW assessments required by children's social care to determine whether or not, children should remain in their home.	Children's Services	Case Mgt
Psychological Assessments - Childrens Service Network	The provision of psychological, psychiatric, parenting, ISW assessments required by children's social care to determine whether or not, children should remain in their home.	Children's Services	Case Mgt
Psychological Assessments - Luna	The provision of psychological, psychiatric, parenting, ISW assessments required by children's social care to determine whether or not, children should remain in their home.	Children's Services	Case Mgt
Psychological Assessments - SF Care	The provision of psychological, psychiatric, parenting, ISW assessments required by children's social care to determine whether or not, children should remain in their home.	Children's Services	Case Mgt
Public-I	Recording and Live Streaming of Council meetings	Members	IOT
Pulse Materials (Staff Survey)	System required to undertake a staff survey	Council Wide	HR/Payroll
Quit Manager	Reporting system for individuals who are attempting to or have quit smoking	Health Improvement / Stop Smoking advisors in THLS, GP surgeries, pharmacies & vape shops	Case Mgt
RAFTS (Web based)	Archived birth, death and marriage records	Register Office Staff	Doc Mgt
RBS (SDOL) - transferred from Commercial Services and Commissioning	Purchase card applications - when an internal staff member applies for an RBS purchase card, RBS ask for their personal details to be completed on the template and sent to them to keep on file incase of loss/theft/fraud on the card	Commercial Services	Accounting and Finance
RentSense	Housing Rent Arrears Management System	Housing	Accounting and Finance
Respond 7	Corporate complaints and compliments system (Adults and Childrens Social Care)	Complaints / Information Management	Complaints
RON (Web based)	Registrations & Certificates (Births, Marriages & Deaths)	Local Authority Registration Staff	Service Management
Routesmart	Route Optimisation Software	Transport	Route calculation software
School Transport Manager - Children	School transport management database - Children	Passenger Transport Unit	Service Management
School Transport Manager - Drivers & Escorts	School transport management database - Drivers & Escorts	Passenger Transport Unit	Service Management
Share Point	Data Warehouse	Housing Investment	Enterprise IT

Shielded Patient List	Identifiable data from NHS Digital on those in Thurrock on the Shielded Patient List	Public Health	Case Mgt
SignIn App	Staff/desk space booking system and visitor management		Service Management
Sketup Pro	3d modelling	Stategic planning planning design	Modelling software
SLA Online - transferred from Commercial Services and Commissioning	Online system used by the Council for trading services with schools and Early Years providers, for organising training and for communication with schools and early years providers	Commercial Services	Sales
Stanford Green - System is not being used at the moment. Chase Kevin up in September	To enable the provider to pursue the debtor	Finance team Enforcement Agents	Accounting and Finance
STOPFORD (Web based)	Appointment system and ceremony bookings	Register Office Staff / Online bookings	Service Management
SX3 Northgate/Northgate iWorld	Housing Benefits, Council Tax Support, Council Tax and Non-Domestic Rates	Revs & Bens	Case Mgt
Symology	Highways asset management	Environment	Asset management
Symphony (New Library System)	Library management system	Adults/Library Staff and Library users	Sales
Synergy Admissions, SAM and ENROL	Admission to school processes	Children's Services / Schools / Parents	Case Mgt
Synergy Admissions, SAM and ENROL	Admission to school processes	Schools	Schools
Synergy FISO	Early Years education places and funding	Childrens Services	Schools
Synergy FSM	Free School Meal processing	Finance	Schools
Synergy GATS	Governor and School information	Childrens Services	Schools
Synergy GATS (Licence will not be renewed in the new financial year data will be kept on a spreadsheet going forward).	Governor and School information	Children's Services	CRM
Synergy PSS		Childrens Services	Schools
Synergy PSS Module	Case management odule covering targeted education support services	Children's Services	Case Mgt
Synergy SEN and SEN admin modules	SEND processes	Children's Services	Case Mgt
Synergy SEN and SEN admin modules	SEND processes	Childrens Services	Schools
Synergy Suite IDEAR admin and report modules (was commonly known as Tribal)	Main Education System	Childrens Services	Schools
Systemlink	Energy / Assets case management system	Energy Management	Asset management
Taranto	Pentalty Charge Notice (PCN) management	Parking Enforcement	Manages parking permits and PCNs.
Team Mate	Automated Internal Audit Working Papers Software	Audit Services	Enterprise IT
Telsolutions - Kevin confirmed on 03/06/2020 system is still on hold until furhter notice	Single View of Debt (SVOD) application that will give an holistic view of a debtors overall debt position.	Finance, IT, Legal	Accounting and Finance
TERMS	Management Information System - collection of Learner details required for funding	Schools	
Thurrock Adult Community College- Safeguard Tool Smoothwall	Web based System to log safeguarding/wellbeing concerns and incidents	Principal Learning Support Co-ordinator Learner Services Manager Safeguarding Officers	Enterprise IT
Thurrock Adult Community College- TERMS	Management Information System - collection of Learner details required for funding	Learner Services MIS Finance Exams Learning Support Curriculum Adminsitrators Course Leaders Heads of Department HR (TACC) Tutors (Fractional Contracts) Leadership Team	Case Mgt
Ticketsolve	Ticket Office Booking System	Box Office	Sales
T-Map	Intranet software map of the borough.	Council wide	Intranet software map of the borough.
Transform	Produces Letters and Notifications	Finance & IT	Printing
Transport Manager	Manages transport options within the borough	Transport	Manages transport options within the borough
Ulysses (Care Rostering)	Provider Services Care Monitoring System	Adults Social Care	Service Management
Uni-form (enterprise and DMS)	Planning modules	Planning	Case Mgt
Uniform Building Control	Building Control	Planning, Building Control	Case Mgt
Uniform Environmental Health	Environmental Health	Public Protection	Case Mgt
Uniform Food Safety	Food Safety	Public Protection	Case Mgt
Uniform Highways (Mat Kiely)	Highways	Highways	Case Mgt

