CITY OF
WOLVERHAMPTON
C O U N C I L

Response to Request for Information

Reference   FOI 002426
Date   19 June 2018

Software Products

Request:

My questions are:

1) Name of your existing software product for processing of Council Tax?
   e.g. Capita, Northgate, Civica or other, please give Company and or product name.
   We use the Northgate revenues and benefits system.

2) Date of the next software licence renewal?
   If a perpetual licence then the date of maintenance renewal please?
   Our current contract expires on 30 April 2020.

3) Annual cost of software (Council Tax)?
   i.e. software licence and or maintenance (if not separated from Housing Benefit and or NNDR, then total cost please)
   The software cost for the period 1 May 2018 to 30 April 2019 is £113,964. This includes council tax, NNDR, housing benefit, council tax reduction, document management, DHP, BIDs, Oracle and reporting software.

4) Are the printing of Council tax bills produced in-house or by external provider?
   Our council tax bills are printed by an external provider.

5) The average cost to the Authority per bill produced? (To calculate cost I do not require staffing costs, so Information Technology cost, printing, postage, collating and any other direct costs, divided by the number of bills produced, please do not deduct revenue from advertisers, that may sponsor bill production).
   In respect of question 5, it has been established after careful consideration that the Council does not hold the above information as we do not analyse our spend in the format requested. To explain further, we are unable to disaggregate the expenditure associated with Council Tax bill production from wider expenditure items.

   Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

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