

FOI 631/2017

REQUEST AND RESPONSE

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.

Northgate

2) Date of the next software licence renewal?
if a perpetual licence then the date of maintenance renewal please?

01/04/2018

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)

Total cost of bundled software = £85k per annum

4) Are the printing of Council tax bills produced in-house or by external provider?

In House

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 2013 is cost 39p per letter which included printing, consumables, staff resources and postage. These are the last figures we have available.