



I am writing to request information under the Freedom of Information Act 2000 regarding your council's digital transformation initiatives.

1. The contact information of the individual(s) designated as Digital Transformation Officer(s) or equivalent position responsible for overseeing digital transformation initiatives within the council.

Name(s)
Email(s):
Phone number(s):

[Rob Gregory](#)
R.Gregory@wigan.gov.uk
N/A

2. The name of current software providers currently being utilized as part of your digital transformation strategy.

- Hybrid mail, Supplier name:
- SMS, Supplier name:
- Email, Supplier name:
- Portal, Supplier name:
- Inbound scanner, Supplier name:

- [Hybrid mail, Supplier name: Civica](#)
- [SMS, Supplier name: GovNotify](#)
- [Email, Supplier name: Microsoft Office](#)
- [Portal, Supplier name: N/A](#)
- [Inbound scanner, Supplier name: N/A](#)

3. Who is the software supplier of your Revenue and Benefits application?

Software supplier:
How long have they been the supplier, and when does the contract expire?
Date started:
Contract expiry date:

[NEC Ltd](#)
[Supplier since 2011](#)
[Contract 1st April 2024 to 31st March 2029](#)

4. Who is responsible for the Digital Transformation in Revenue and Benefits?

Name:
Email:
Phone number:

[Jo Mitchell](#)
Joanne.mitchell@wigan.gov.uk
N/A

5. Do you have a web portal for your Revenue and Benefits business area that allows citizens to access their council tax bills and benefits letters?

Yes/No _____

How much did you spend on this portal?

Capital Cost:

On-Going costs:

Is there an additional transactional cost for each document you publish (rather than post) via your Council Tax Portal?

If yes;

What is it:

How much:

How many council tax bills do you send out per year?

What percentage of these are delivered digitally through your council tax portal (rather than being posted)

Digital(%):

Physical(%):

6. How many council tax bills and associated documents do you create and send out per year in total?

How many of these are published via your web portal?

How many of these are emailed?

How many of these are posted?

7. How many council Benefit Letters and associated documents do you send out per year?

How many of these are published via your web portal?

How many of these are emailed?

How many of these are posted?

We have a web portal called MyAccount where citizens can currently access CTAX and Benefits information such as payment transactions. However, bills and letters are currently only posted.

Our MyAccount platform provider is Jadu.

Yearly cost £58,500 see our contracts register for information: [Open data](#)

As per Q6 below

100% physical

Approx 357,000

100% posted

Approx 80,000

100% posted