

East Lothian Council

FOI Ref: 2018/198(13327)

	<i>Question</i>	<i>Answer</i>
	Revenues and Benefits	
1	<i>Please supply email address and direct telephone number for your Transformation Manager or equivalent</i>	Transformation Programme Manager* customerservices@eastlothian.gov.uk 01620 827827
2	<i>Please supply email address for your Chief Financial Information or equivalent</i>	Service Manager – Business Finance: sfortune@eastlothian.gov.uk
3	<i>Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent</i>	Service Manager – Revenues & Welfare Support: kchristie@eastlothian.gov.uk 01620 827431 Service Manager – Benefits: jcunningham@eastlothian.gov.uk 01620 827706
4	<i>Please supply email address and direct telephone number for your Procurement Manager or equivalent</i>	Procurement Team Leader* procurement@eastlothian.gov.uk 01620 827827
5	<i>Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.</i>	Critiqom
6	<i>Please confirm if this supplier also produces Council Tax and Business Rates Bills and associated documents for the council during the year (ie., “ad hoc” billing), or if the council produces these internally</i>	Critiqom produces bills and associated documents throughout the year.
7	<i>If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?</i>	February 2021
8	<i>What method would be used to procure a new contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a supplier?</i>	Framework or portal
9	<i>What is the council’s annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?</i>	Council Tax through Critiqom – £19,009.55 Business Rates through Critiqom – £834.75
10	<i>How many ‘packs’ does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)</i>	Council Tax through Critiqom – 54,313 Business Rates through Critiqom – 2,385
11	<i>Which revenues software system do you use (e.g. Northgate, Capita, Civica)</i>	Capita

	Postage Volumes and Costs	
12	<i>Please provide costs for any postage sent out from the authority as a whole using any mail provider (e.g. Royal mail, Neopost, Pitney Bowes)</i>	307,037 items of mail posted £159,000 postage cost
13	<i>Please provide the name of your mail provider/s</i>	Pitney Bowes/Royal Mail
	Hybrid Mail Solution	
12	<i>Do you utilise a hybrid mail solution...if so which one and who is the contract with</i>	No
13	<i>Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution</i>	N/A
14	<i>When is your hybrid mail contract up for renewal</i>	N/A
15	<i>What method would be used to procure a new hybrid mail contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a specific hybrid mail supplier?</i>	N/A
16	<i>How many packs per month do you create via the solution</i>	N/A
17	<i>What cost do you pay for the creation and mailing of each 'pack'</i>	N/A
18	<i>How many users are using the solution in the office and working from home</i>	N/A
	Additional Information	
19	<i>Please confirm who provides you with all printing & mailing requirements/services for the following departments:- Housing Finance Parking Social Care Planning Electoral Administration</i>	In-house
20	<i>Please provide associated costs for the printing & mailing of the above departments</i>	ELC does not have a specific cost code for printing/mailing for individual departments. In view of this, under Section 17(1)(b) of the Act, I must formally advise you that ELC has been unable to comply with your request as the information you require is not held.
21	<i>Please identify whether the service is contracted or provided 'in-house'</i>	In-house
22	<i>If one or all of the service areas above are contracted please provide date when the contract expires.</i>	N/A

Please provide information for the 2017 calendar year.

*Please note that when information is released as the result of a freedom of information request it is technically released to the general public, and not just to the person or organisation making the information request. Names of individuals comprises personal data and East Lothian Council has withheld the names of officers below Service Manager level in order to comply with Data Protection legislation.