37357

How many Council Tax dwellings total is your Council(s) responsible for?

260,098

What is the total amount you spend on postage a year?
E.g. This includes Post and Hybrid Mail.

£1.1 million

Which postal supplier do you use for sending physical post?

Royal Mail

Do you use franking machines or PPI envelopes in your post room?

Franking machines

If you use franking machines, who is the manufacturer of your franking machines?

Quadient

Do you currently use Hybrid mail to send letters?

What percentage of your total postal volumes (question 1) are sent via hybrid mail

11%

What is the name of your hybrid mail supplier?

Royal Mail

What framework did you use to procure hybrid mail?

Scottish Government Postal Services Framework

When was the contract signed?

January 2022

What is the duration (Term) of the contract?

4 years

Do you currently use a Web Portal or App for some or all of your resident communications?

We currently have a number of online forms customers can complete but we don't have an app or web portal

Do you currently use Email to communicate with your residents?
E.g, this includes sending bills, invoices, tax updates.
If yes, Who supplies your email service?
How many emails do you send to residents a year?
What is the cost of each email communication?

We use email on Microsoft Office extensively to communicate with customers across all services.

For Council Tax, we correspond by email for general enquiries but not for bills unless a duplicate is requested.

We do not hold the total number of emails sent to residents as we cannot distinguish one business area from another.

We do not hold information on the cost of each email communication.

9 Do you currently use SMS to communicate with your residents?
E.g, this includes sending bills, invoices, tax updates.
If yes, who supplies your SMS service?
How many SMS do you send to residents a year?
What is the cost of each SMS communication?

We use a range of suppliers across all service areas. As this information is not held centrally, we are unable to advise the number and the cost.

The provider information will not be provided. In line with advice from the National Cyber Security Centre, we do not provide information relating to hardware, software and systems and therefore, unfortunately, it is not possible to provide you with the information you have requested on this occasion.

Who has responsibility for digital transformation in your organisation?
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