

FOI REF:	17206
RESPONSE SENT:	08/06/26

Request

I kindly request information regarding the Customer Relationship Management (CRM) digital platform used by your council.

1. CRM Platform Information:
 - a) What CRM digital platform does your council currently use?
 - b) When is the contract end date for the CRM platform?
 - c) What is the annual contract value for the CRM platform?

2. In light of the upcoming Local Government Reorganisation, has the council undertaken (or does it plan to undertake) any review, consolidation, or replacement of systems used. If so, please provide details of the scope, expected timelines, and whether this activity is anticipated to be delivered within the first 12 months of reorganisation or as part of a longer-term (e.g. 3-year) plan.

Response

1.
 - a) My Council Services
 - b) 31st March 2027
 - c) £51,025 pa

2. As we are not due to move to the new Unitary Authority until 2028 no work has started yet. The LGR workstreams are currently being planned and agreed and until that is up and running and the new authority formed, no conversations in the detail will be happening anytime soon.

