

Our Reference: 3132

25/02/2026

Freedom of Information Act 2000 Enquiry: Enterprise Resource Planning Systems

Thank you for contacting West Yorkshire Combined Authority ('the Combined Authority') with your request for information, which was received on 09/02/2026.

Your request was:

What Financial and HR Enterprise Resource Planning (ERP) systems are currently used by your authority?

For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?

Was the implementation of the ERP system undertaken directly with the software supplier, or through a third-party implementation partner?

If an implementation partner was used, please provide the name of the partner organisation.

How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?

What payment platform or system is currently used to facilitate these payments?

How was the payment platform procured, for example, via a public sector framework, open tender, or direct award?

What are the contract start and contract end dates for the payment platform, including any extension options where known?

This request is being handled under Freedom of Information Act 2000.

We have completed our searches, and I can confirm that the Combined Authority holds information covered by your request.

[1. What Financial and HR Enterprise Resource Planning \(ERP\) system or systems are currently used by your authority?](#)



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The Combined Authority uses CiAnywhere by TechnologyOne as its integrated Financial and HR Enterprise Resource Planning (ERP) system.

2. For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?

The current contract for CiAnywhere commenced on 18 August 2021 and is renewed on an annual basis. It includes options for extension up to 2032. The current contract period is due to end on 17 August 2026.

3. Was the implementation of the ERP system undertaken directly with the software supplier, or through a third-party implementation partner?

The implementation of the CiAnywhere was undertaken directly with the software supplier

4. If an implementation partner was used, please provide the name of the partner organisation.

Not applicable. No third-party implementation was engaged.

5. How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?

The Combined Authority does not collect council tax, fines, waste services, licensing, and business rates. Any rental income or other charges due are issued an invoice and the individual makes a direct bank transfer to the Combined Authority.

6. What payment platform or system is currently used to facilitate these payments?

Not applicable. There is no standalone payment platform procured specifically for income collection.

7. How was the payment platform procured, for example via a public sector framework, open tender, or direct award?

Not applicable for the reasons set out above.



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8. What are the contract start and contract end dates for the payment platform, including any extension options where known?

Not applicable for the reasons set out above.

If you believe that your request for information has not been handled properly, you can ask for an internal review of our decision. Internal review requests should be submitted within two months of the date of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.gov.uk

For your information, there is no charge for making an appeal.

Yours sincerely,

Information Governance Officer

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