

1) What systems/platforms do you use for appointment bookings - this could be for:-

taxi and private mot bookings; room bookings for corporate council rooms, desk/workspace, bookings for internal staff, venue and facility bookings; course bookings; sports and facility bookings, open spaces and physical item resources.

*The system used for taxi and private mot bookings is an in house designed system.

**We use Microsoft outlook to book meeting rooms, Condeco for desks (*see link to Contracts Register at Q3*)

***Course bookings – Midland HR – itrent

****XN Leisure Management System is in place across Be Well Leisure facilities. The system provides capabilities to host bookings and take payments, as well provide functionality for point-of-sale transactions.

Manual intervention from site teams is required for block booking arrangements (usually sports clubs) and is done via booking forms directly with organisations. These bookings can be paid via the XN system or via invoice method. All bookings are inputted and visible on the XN system.

Eventbrite is also used for activities/events at Haigh Woodland Park and within the Be Well Outdoors service.

ReferAll & Mosaic is used to support the management of appointments associated with the wellbeing service.

Golfnow/BRS is used to manage golf tee time bookings at Haigh Woodland Park & Pennington Flash

- 2) Who is responsible for the system/platform and their contact details - name, job title, email address, phone number?

Services - The council will not release details of members of staff below third tier. The staff with overall responsibility for the areas within your request are:-

Julie Middlehurst*
Assistant Director, Infrastructure & Regulatory Services
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Charlotte Cordingley**
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James Winterbottom****
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- 3) What is the current contract value/expiry and renewal date of the system/platform?

There is currently no contract value for the system used for taxi and private mot bookings. The only costs incurred are system developments.

Link to Contracts Register – [Open data \(wigan.gov.uk\)](#)

Course bookings – there isn't an individual cost for the course bookings system as it is part of the wider contract in place (Midland HR – iTrent).