

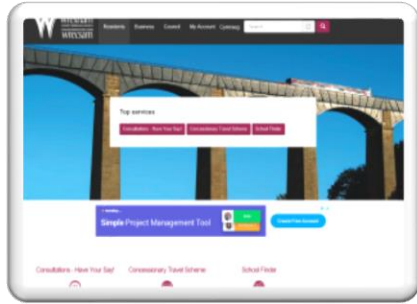
Digital highlights

Wrexham County Borough Council



www.wreccsam.gov.uk | www.wrexham.gov.uk

What we are doing



Website & Intranet
New website & intranet improved user experiences



CRM
Legacy (Civica) CRM to Firmstep CRM & MyAccount



Cloud Contact Centre
Traditional to Hosted All Wales solution



Garden Waste Charges
From April 2020



Service Review
F2F review in process



Enjoy reliable, local delivery work now

Self-Employed Courier
£Competitive rates
We Deliver Promises

YODEL

Advertising

Residents

Bus Timetables

Check your bin day

Report it...

School Closures

School Term Dates

Make a Payment

Planning Applications

What's on in Wrexham

Let's...

Twitter

Tweets by @wrexhamcbc

Wrexham Council @wrexhamcbc
Pat on the back for firework retailers. socsi.in/2HQQa @wrexham #wrexham



16h

Wrexham Council @wrexhamcbc

Most popular

When are my bins collected?

Bus timetables

School term dates

Make a payment

Report an issue

Search for jobs



Bins and recycling

Check your bin day and sign up for reminders.

Report a missed bin collection

[View more](#)

Community

Bus timetables

Events

[View more](#)

Consultations

Your Voice Wrexham

[View more](#)

Council Tax

Pay Council Tax online

[View more](#)

Environmental services

Housing

Jobs and careers

Schools and education



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Firmstep: Apr 2018 – Nov 2019

MyWrexham MyAccount

Save time. Do it online.

29,000
Registrations

Top 5 services

1. Check your bin day
2. Register a Council Tax account
3. PDG Access Grant – School Uniform
4. Pothole report
5. Missed collection report

6,000+
Council Tax
accounts

50+
Services live

New initiatives

- Charging for Green bins
- Modernising payroll
- New vacancy management system