

Report for Cabinet Meeting – 21st October 2025

Title: Approval to Procure Print / Post Services

Report authorised by: Taryn Eves, Corporate Director of Finance and Resources

Lead Officer: Jenna Scott-Brining, Head of Digital, Digital and Change
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Ward(s) affected: All

**Report for Key/
Non Key Decision:** Key Decision

1. Describe the issue under consideration

- 1.1 To gain approval for the commencement of procurement activities pursuant to CSO 2.01(b) in order to procure a contract for the provision of secure print and postal services to support the Revenues and Benefits, Housing, Planning and Pensions Service Areas.
- 1.2 The scope of correspondence to be included within the proposed contract includes:
 - Council Tax Bills, Reminders, Summons.
 - NNDR (Business Rate) Bills, Reminders, Summons.
 - Housing Benefit Notifications, Landlord Schedules, Reminders, Final Notices, general benefit correspondence.
 - Rent statements, Rent increase notices, amount to pay letters, automated arrears letters.
 - Pension packs, pension statements, general pension correspondence.
 - Planning correspondence, Reminders, Summons.
- 1.3 It is proposed that the contract be procured via the CCS G-Cloud 14 framework in accordance with CSO 7.02 as it is a compliant public sector body framework.
- 1.4 The contract would come into effect from 1st February 2026 and will have a term of 24 months.
- 1.5 This service is currently provided to the Council by DSI Billing Services Limited.
- 1.6 The existing contract with DSI Billing had a two-year term from January 2022 to January 2024 and the last of two further one-year extensions will conclude at the end of January 2026.

2. Cabinet Member Introduction

- 2.3** As a council there are some communications with residents that require paper copies which we then sent to them in the post. Through procuring the best value print and mail services we can - and where appropriate also using digital communication channels we seek to minimise the costs of this to the council. This report sets out the procurement process for where print and postage is required to deliver best value.

3. Recommendations

For Cabinet:

- 3.1** To approve the commencement of procurement activities pursuant to CSO 2.01(b) to procure a services contract for the provision of Secure Print and Postal Services to support Revenues and Benefits, Housing, Planning and Pensions.

The estimated contract cost is contained in the Part B (Exempt) report.

4. Reasons for decision

- 4.1** The current contract expires in January 2026.
- 4.2** Production of the notices laid out in section 1.2 are an essential service with the Council having a statutory requirement to issue notices for Revenues and Benefits under Local Government Finance Act 1988 & 1992.
- 4.3** £193 million in Council Tax and £84 million for NNDR (Business Rates) has been billed this financial year. All customers that have not opted into e-billing must be issued a respective bill by post, otherwise they do not have to pay.

4. Alternative Options Considered

- 4.1 Do nothing:** This is not an option and would not only place the Council in breach of its statutory obligations but would also result in a significant reduction in income to the Council as Council Tax and Business Rates cannot be collected unless the associated statutory notices have been issued.
- 4.2 Undertake a full procurement:** Should be discounted, as procurement through a framework will allow the Council to take advantage of accumulated pricing based on the framework.

5. Background Information

- 6.1** Estimated Contract Cost

Contained in the Part B (Exempt) report

- 6.2** Volumes of Printing

Workstream	Document Packs Produced from February 24 to January 25
Revenues and Benefits	477,579
Housing	124,582
Planning	51,156
Pensions	14,079

Total	667,396
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No growth in the annual volumes of print and post is forecast.

- 6.3 This procurement would align in the short term with the Digital Strategy for the overall Print and Mail services for the Council because it allows flexibility for other services to use the hybrid mail offer, whilst protecting the current users from unit price increases should volumes fall.

During the procurement process, should any short term benefits for other Service areas such as Parking be identified then this will be flagged with the appropriate Director.

- 6.4 No proposed contract extension has been planned as within the term of the contract it is anticipated that an enhanced Corporate print/post solution will be available as part of the Digital portfolio to which the print/post services detailed in this document will be migrated.

This future Corporate solution will be also be an enabler for cost reduction as it will facilitate the channel shift (where possible) away from paper/post to electronic methods of correspondence.

The table below provides an illustration of the scope of volumes and hence theoretical savings (subject to detailed analysis) that could be positively impacted by a shift to digital.

Correspondence Classification	Annual Volume	Overall %	Opt-Ins / Customer Take Up
Statutory - must be served by post	49,385	7%	n/a
Can be served digitally already, subject to opt-in (this primarily relates to Council Tax)	298,125	41%	27% (of 298,125)
Correspondence which could be served electronically, however there is currently no digital channel available	382,698	52%	n/a
Total	730,208		80,263

Timescales, approach, implementation costs and operational savings for the future Corporate solution will be handled as a separate project and do not form part of the procurement activity or outcomes for which approval is being sought in this report.

- 6.5 A compliant procurement exercise will be carried out in accordance with the G-Cloud 14 rules as permitted by CSO 7.02 in order to select a contractor from a framework established by a public body.
- 6.6 The successful tenderer will be based on best fit for the Council to provide services for Revenues and Benefits, Housing, Planning and Pensions.
- 6.7 The costs will be a combination of fixed costs for printing of packs and variable costs for 1st and 2nd class postage at the prevailing rate offered by the successful service provider.
- 6.8 The funding for this contract is held within the Revenues and Benefits, Housing, Planning and Pensions service budgets. However please refer to the Finance comments in section 9.1

7. Contribution to strategic outcomes

Corporate Delivery Plan 2024-2026 – Resident experience and enabling success

Contributes to the following outcomes:

- Excellent resident experience and
- Reduce demand to Customer Services in the core service areas (Housing, Parking, Benefits and Council Tax)

8. Carbon and Climate Change

Any potential supplier will be required to provide information on the environmental impact of their data centres and operations including energy efficiency measures, carbon footprint and use of renewable energy.

This also includes having a clear sustainability policy and providing evidence of their commitment to reducing environmental impact, aligning with Haringey's own sustainability goals.

The future corporate solution will support digital workflows and paperless processes to help the Authority reduce its carbon footprint and reliance on physical resources.

9. Statutory Officers' comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)

9.1 Finance

9.1.1 The report seeks Cabinet approval for the commencement of procurement activities for the provision for secure print and postal services across the Council to enable savings through bulk purchase and to achieve value for money.

9.1.2 The current contract is due to cease in January 2026, and the expectation is that a new supplier would be in place to enable business continuity. However, the potential ongoing increases to the cost of postage and inflation on contracts may create cost pressures on the budgets available. Therefore, it is imperative that services conform to statutory requirements and drive a channel shift for any other correspondence to ensure expenditure is within allocated budgets for the duration of the contract.

9.1.3 Digital intervention has been proposed to channel shift print/post correspondence where possible to electronic channels. If digital solutions are implemented, there is potential to reduce the expenditure to the Council for the core service areas outlined in this document by circa £500,000 per annum. (However, this needs to be heavily caveated as this assumes a 100% success rate in channel shift from paper/post to digital). Therefore, it is essential that digital intervention is prioritised to achieve savings through shifting the mode of communication.

9.1.4 As per 6.4, initial analysis indicates that approximately 93% of the print/post output for the core services represented in this report are non-statutory in nature. Therefore, services must review their non-statutory correspondence and reduce them to a minimum level to manage overall expenditure.

9.1.5 Further savings could also be achieved if other services within the Council consider consolidation of procurement for secure print and postal services.

9.1.6 Based on the above, affordability of the new contract will be heavily reliant on implementing digital solutions and minimising non-statutory print/post correspondence.

9.2 Procurement

9.2.1 To commence procurement as detailed in the part B (Exempt) report.

9.2.2 The secure print and post service outlined in this report is at threshold for the application of Procurement Legislation.

9.2.3 The Crown Commercial Services G Cloud 14 Framework from which the call off contract is proposed was compliantly let under the Public Contract Contracts Regulations 2015.

9.2.4 The procurement of this service will be supported by Strategic Procurement. The use of the G-Cloud 14 framework is in accordance with CSO 7.02 which permits call offs from frameworks established by other public bodies.

9.3 Legal

9.3.1 The Director of Legal and Governance (Monitoring Officer) has been consulted in the preparation of the report.

9.3.2 Pursuant to the provisions of the Council's Contract Standing Order (CSO) 2.01(b), Cabinet has authority to approve the commencement of a procurement exercise where the value of the contract to be procured is £500,000 or more and as such the recommendation in paragraph 3.1 of the report is in line with the Council's CSO.

9.3.3 Pursuant to the Council's Contract Standing Orders CSOs 7.02 and Regulation 33 of the Public Contracts Regulations 2015, the use of the CCS G-Cloud 14, RM1557.14 Framework is a compliant route to procure the services in the report.

9.3.4 The Director of Legal and Governance (Monitoring Officer) confirms that there are no legal reasons preventing Cabinet, from approving the recommendations in this report.

9.4 Equality

The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share those protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

9.4.1 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and

sexual orientation. Marriage and civil partnership status apply to the first part of the duty.

9.4.2 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

9.4.3 The decision in question is regarding, the commencement of procurement activities to obtain a contract for the provision of secure print and postal services to support Revenues and Benefits, Housing, Planning and Pensions.

9.4.4 There are no known equalities impacts expected to arise from the approvals sought in this document.

9.4.5 As an organisation carrying out a public function on behalf of a public body, the Contractor will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above.

Use of Appendices

- **Appendix 1: Summary of Printed and Digital Correspondence by Service Area FY24/25**

Appendix 1:
Summary of Printed and Digital Correspondence by Service Area 2024/25

Contained in the Part B (Exempt) report.