

Information Request under the Freedom of Information Act 2000

Under the Freedom of Information Act 2000, can you please provide details on the following:

Organisation Name: Tendring District Council

	Question	Answer
	Revenues and Benefits	
1	Please supply email address and direct telephone number for your Transformation Manager or equivalent	We do not have a Transformation Manager
2	Please supply email address for your Chief Financial Information or equivalent	Richard Barrett, Head of Finance, Revenue and Benefits Services – rbarrett@tendringdc.gov.uk
3	Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent	As above
4	Please supply email address and direct telephone number for your Procurement Manager or equivalent	Jane Taylor – jtaylor@tendringdc.gov.uk
5	Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.	CFH Total Document Management Ltd
6	Please confirm if this supplier also produces Council Tax and Business Rates Bills and associated documents for the council during the year (ie., “ad hoc” billing), or if the council produces these internally	No, annual billing only. Daily bills produced in-house.
7	If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?	Annual billing arranged on an annual basis.
8	What method would be used to procure a new contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a supplier?	Under tender value for 1 year. Quotes required.
9	What is the council’s annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?	£29371.35 – Annual billing.
10	How many ‘packs’ does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)	£87.5300 – annual billing Daily bills vary depending on month, service actions, reviews etc. unable to give an estimate.
11	Which revenues software system do you use (e.g. Northgate, Capita, Civica)	Northgate
	Postage Volumes and Costs	
12	Please provide costs for any postage sent out from the authority as a whole using any mail provider (e.g. Royal mail, Neopost, Pitney Bowes)	2016/17 = £134,940. This will be reduced this year due to changes made to the print unit and the adoption of the mailmark.
13	Please provide the name of your mail provider/s	Royal Mail
	Hybrid Mail Solution	
12	Do you utilise a hybrid mail solution...if so which one and who is the contract with	No

13	Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution	N/A
14	When is your hybrid mail contract up for renewal	N/A
15	What method would be used to procure a new hybrid mail contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a specific hybrid mail supplier?	N/A
16	How many packs per month do you create via the solution	N/A
17	What cost do you pay for the creation and mailing of each 'pack'	N/A
18	How many users are using the solution in the office and working from home	N/A
	Additional Information	N/A
19	Please confirm who provides you with all printing & mailing requirements/services for the following departments:- Housing Finance Parking Social Care – County Council Planning Electoral Administration	In-house print & post hub
20	Please provide associated costs for the printing & mailing of the above departments	This is unknown as each section has their own budgets for printing and it would be impossible to know what was printed to be posted to external customers. Postage is £82,939 for all services other than Revs and Bens. The only stats available are from 2014 when it cost approx. 47p per letter with printing costs. Using these figures the estimated cost was £99,950.
21	Please identify whether the service is contracted or provided 'in-house'	In-house
22	If one or all of the service areas above are contracted please provide date when the contract expires.	N/A