

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4988/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[Name Redacted]  
Paragon Customer Communications  
Evolution House, Choats Road  
Dagenham  
Dagenham  
Essex  
RM9 6BF

15<sup>th</sup> March 2018

Dear [Name Redacted]

## Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

### Details of Your Request

	<i>Organisation Name:</i>
	<i>Question Answer</i>
	<i>Revenues and Benefits</i>
1	<i>Please supply email address and direct telephone number for your Transformation Manager or equivalent</i>
2	<i>Please supply email address for your Chief Financial Information or equivalent</i>
3	<i>Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent</i>
4	<i>Please supply email address and direct telephone number for your Procurement Manager or equivalent</i>
5	<i>Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.</i>
6	<i>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</i>
7	<i>If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?</i>
8	<i>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?</i>
9	<i>What is the council's annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?</i>
10	<i>How many 'packs' does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)</i>
11	<i>Which revenues software system do you use (e.g. Northgate, Capita, Civica)</i>
	<i>Postage Volumes and Costs</i>
12	<i>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)</i>
13	<i>Please provide the name of your mail provider/s</i>
	<i>Hybrid Mail Solution</i>
12	<i>Do you utilise a hybrid mail solution...if so which one and who is the contract with</i>
13	<i>Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution</i>
14	<i>When is your hybrid mail contract up for renewal</i>
15	<i>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?</i>
16	<i>How many packs per month do you create via the solution</i>
17	<i>What cost do you pay for the creation and mailing of each 'pack'</i>
18	<i>How many users are using the solution in the office and working from home</i>
	<i>Additional Information</i>
19	<i>Please confirm who provides you with all printing &amp; mailing requirements/services for the following departments:-</i>
	<i>Housing</i>
	<i>Finance</i>
	<i>Parking</i>
	<i>Social Care</i>
	<i>Planning</i>
	<i>Electoral Administration</i>
20	<i>Please provide associated costs for the printing &amp; mailing of the above departments</i>

**The response to your request as follows:**

**Please see attached PDF**

**IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)**

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Tamworth Borough Council. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting.

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For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the Data Protection Act 1998.

Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator

**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:**

<b>Question</b>		<b>Answer</b>
<b>Revenues and Benefits</b>		
1	Please supply email address and direct telephone number for your Transformation Manager or equivalent	<a href="mailto:Tracey-Tudor@tamworth.gov.uk">Tracey-Tudor@tamworth.gov.uk</a> 01827 709709
2	Please supply email address for your Chief Financial Information or equivalent	<a href="mailto:John-Wheatley@tamworth.gov.uk">John-Wheatley@tamworth.gov.uk</a> 01827 709709
3	Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent	Revenues Manager <a href="mailto:michael-buckland@tamworth.gov.uk">michael-buckland@tamworth.gov.uk</a> 01827 709709 Benefits Manager <a href="mailto:karen-taylor@tamworth.gov.uk">karen-taylor@tamworth.gov.uk</a> 01827 709709
4	Please supply email address and direct telephone number for your Procurement Manager or equivalent	<a href="mailto:David-Onion@tamworth.gov.uk">David-Onion@tamworth.gov.uk</a> 01827 709709
5	Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.	PSL Print
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	iMail (UK mail) at present, moving to PSL
7	If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?	New contract has commenced with PSL 1.11.2017
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?	Intend procurement system. Existing provider was the crown framework
9	What is the council's annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?	£58K
10	How many 'packs' does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)	Council Tax 31,500 Annual & 33,116 Daily Business Rates 1,900 Annual & 3,500 Daily
11	Which revenues software system do you use (e.g. Northgate, Capita, Civica)	Capita
<b>Postage Volumes and Costs</b>		
12	Please provide costs for <b>any</b> postage sent out from the authority as a whole using any mail provider (e.g. Royal mail, Neopost, Pitney Bowes)	
13	Please provide the name of your mail provider/s	PSL, UK Mail, Royal Mail
<b>Hybrid Mail Solution</b>		
12	Do you utilise a hybrid mail solution...if so which one and who is the contract with	Yes PSL
13	Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution	Tracey Tudor, email address as above

14	When is your hybrid mail contract up for renewal	31.10.2020
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?	Tender on intend procurement system or a partnership procurement process for Staffordshire whereby one authority will take the lead.
16	How many packs per month do you create via the solution	Not known – The project is still in implementation stage
17	What cost do you pay for the creation and mailing of each ‘pack’	Nil - Project still in implementation stage
18	How many users are using the solution in the office and working from home	Being implemented to all users
	<b>Additional Information</b>	
19	Please confirm who provides you with all printing & mailing requirements/services for the following departments:- Housing Finance Parking Social Care Planning Electoral Administration	We are implementing PSL as new post solutions providers, working through all services as a corporate project. Housing – PSL Finance – PSL Parking – PSL Social care – Staffordshire County Council Planning – PSL Electoral administration - Royal Mail & FCS Laser Mail
20	Please provide associated costs for the printing & mailing of the above departments	New contract PSL £58K
21	Please identify whether the service is contracted or provided ‘in-house’	PSL contracted
22	If one or all of the service areas above are contracted please provide date when the contract expires.	31.10.2020