

61562

Unless otherwise stated, please provide figures covering the period 1 April 2025 to 31 March 2026.

Print and Postal Communications

The total number of letters sent by the authority.

1.5 million

Of these letters:

- Number sent via 1st class post

0.3 million

- Number sent via 2nd class post

1.1 million

The number of letters printed and posted in house.

90k

The number of letters sent via a hybrid mail service.

420k

If hybrid mail is used:

- The name of the hybrid mail provider (e.g. Whistl, UK Mail, etc.).

We currently use Royal Mail.

- The date the current arrangement was agreed.

There is no formal arrangement in place.

- The contract expiry date (if applicable).

There is currently no contract in place, however, a new contract for Hybrid Mail is about to be awarded at the conclusion of the tender process.

Digital Communication Portals

The preferred framework used (if any) for procuring digital communication platforms.

There is no preferred framework but must adhere to Contract Standing Orders

Digital Transformation and Channel Mix

Please state whether the authority has an active digital transformation programme relating to citizen communications (yes/no).

Yes

Whether the authority uses email as an outbound communication channel for residents (yes/no).

Yes