



## OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

|                                  |                                                       |
|----------------------------------|-------------------------------------------------------|
| <b>Title of decision</b>         | <b>HYBRID MAIL 2026</b>                               |
| <b>Reference No.</b>             | 2026/1794                                             |
| <b>Date of decision</b>          | Wednesday 02 September 2026                           |
| <b>Call-in expiry date</b>       | Wednesday 09 September 2026                           |
| <b>Relevant Select Committee</b> | Corporate Resources & Infrastructure Select Committee |
| <b>Relevant Wards</b>            | All Wards                                             |

### Decision made

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| <b>Cabinet Members making the decision</b> | Councillor Richard Mills – Cabinet Member for Corporate Services, Digital & Transformation<br>Councillor Eddie Lavery – Cabinet Member for Finance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Decision</b>                            | <b>Agreed</b><br><br>That the Cabinet Member for Finance, in consultation with the Cabinet Member for Corporate Services, Digital & Transformation:<br><br><ol style="list-style-type: none"><li>1) Agreed the direct award of a contract to CFH via Government Commercial Agency (GCA) (formerly Crown Commercial Service (CCS)) Framework RM6280 – Postal Goods and Services Solutions, Lot 6 (Hybrid Mail, Digital and Transformational Communications), for the provision of Hybrid Mail services to the London Borough of Hillingdon for a period of 18 months commencing in September 2026.</li><li>2) Authorised the Corporate Director of Finance, in consultation with the Cabinet Member for Corporate Services, Digital &amp; Transformation, to approve any potential contract variations up to the maximum permissible contract value in accordance with Procurement Regulations and the Council's Contract Standing Orders, to facilitate the continued rollout and expansion of the Hybrid Mail solution across additional Council services and locations.</li></ol> |
| <b>Reason for decision</b>                 | The proposed direct award provides the Council with a compliant procurement route that delivers value for money through competitively established framework pricing. The                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

Executive Decision Notice – 02 September 2026

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|                                                    | <p>arrangement also enables the Council to benefit from established supplier capability, economies of scale and reduced procurement timescales, will supporting the continued modernisation of resident communications.</p> <p>A direct award for an 18-month period, will provide continuity of service and minimise disruption to the Council's existing Hybrid Mail solution and established business processes which have been trialled and expanded across a number of service areas since December 2025.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Alternative options considered and rejected</b> | <p>Option A – Procure outside of an established framework.<br/>This would not offer the same level of compliance, value for money or access to economies of scale available through the GCA framework.</p> <p>Option B – Procure an alternative supplier<br/>Rejected as undertaking a competitive procurement exercise at this stage would require significant resource and timescales, with no guarantee of achieving improved value for money or service outcomes.</p> <p>Option C – Individual service area arrangements<br/>Rejected as it would result in a fragmented approach across the Council, increased contract management requirements, and the loss of efficiencies achieved through a single corporate Hybrid Mail solution.</p> <p>Do nothing<br/>Rejected. Failure to secure a replacement arrangement for Hybrid Mail services would result in the cessation of the service upon expiry of the current contractual arrangements. This would remove a key digital solution used by services across the Council, leading to increased reliance on manual printing, enveloping and postage processes, reduced operational efficiencies, and potential delays in the issue of correspondence to residents and stakeholders.</p> <p>Cease activity<br/>Rejected. Ceasing the provision of Hybrid Mail services would require all affected service areas to revert to traditional printing, enveloping and postal processes or identify alternative local arrangements. This would result in reduced efficiency, increased administrative burden, potential service disruption, and the loss of benefits realised through the Council's digital transformation programme.</p> |
| <b>Classification</b>                              | Part II – Members Only and Not for Publication                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Link to associated report</b>                   | Exempt - Not for Publication by virtue of paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972 due to information relating to the financial or business affairs of any                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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|                                                                              | particular person (including the authority holding that information). |
| <b>Relevant Officer contact &amp; Directorate</b>                            | Vicky Mills, Resident Hub Manager                                     |
| <b>Any interest declared by the Cabinet Member(s) / dispensation granted</b> | N/A                                                                   |

### **Implementation of decision & scrutiny call-in**

| <b>[Internal Use only]</b>                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <b>When can this decision be implemented by officers?</b> | <p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p><b>5pm on Wednesday 09 September 2026</b></p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Councillor scrutiny call-in of this decision</b>       | <p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p><a href="#">Scrutiny Call-In - Power Apps</a> (secure)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Further information</b>                                | <p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: <a href="mailto:democratic@hillingdon.gov.uk">democratic@hillingdon.gov.uk</a>.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;"><b>Democratic Services<br/>London Borough of Hillingdon<br/>Civic Centre<br/>High Street<br/>Uxbridge<br/>UB8 1UW</b></p> |