



Councils collaborate to cut costs

In 2015 Kirklees Council led a Northern collaborative tendering process to procure postal services through the collaborative CCS, YPO & ESPO Postal Goods and Services Framework (RM1063).

To take advantage of the significant savings that can be made from high-volume mail, Kirklees Council sought to form one consortium with 17 of its neighbouring Councils across Yorkshire, Humber and the Association of Greater Manchester Authorities (AGMA).

Whistl was awarded the contract being the top scoring provider in delivery, contract management, planning, implementation and training.

The challenge

To reduce costs and improve the efficiency of the Council's mailing activities covering up to 27 million items of post such as time-critical bills, reminders and legal documents.

The solution

Mail workshops were held across the Northern region to help staff improve the quality and efficiency of its mailing activities, from maximising savings on machine-readable mail to using more cost-effective services that save on print, stationery and consumables.

The results

- Achieved savings between 17-27% on postage and consumable costs across the Consortium
- Increased machine-readable rates and mail presentation quality
- Reduced print, stationery and consumable costs
- Improved collection and delivery reliability
- Excellent account management with regular reviews to monitor and continuously improve mail quality
- Quicker, more straightforward tendering process using the CCS framework



"We have always found the service to be efficient and reliable. We are well supported by a conscientious management team who ensure any issues are promptly handled and resolved. We couldn't have asked for a better transition and professional service."

CLAIRE SCHWEIDLER
DOCUMENT SOLUTIONS MANAGER, KIRKLEES COUNCIL

"We are very pleased with the cost savings. This has helped the Council reallocate valuable funds to other core services."

JOANNE GARNETT
BUSINESS SUPPORT MANAGER, CRAVEN DISTRICT COUNCIL

"Whistl worked well with us to ensure everything went smoothly and helped us reduce costs without compromising on quality."

JOHN CROOKES
DIRECTORATE BUSINESS SUPPORT MANAGER,
DONCASTER METROPOLITAN BOROUGH COUNCIL

"We have a dedicated Account Management and Customer Services Representative that handle our requests and keep us informed. We feel very looked after."

DAWN BARON
SERVICE MANAGER, BLACKPOOL COUNCIL

"I am confident with the ongoing training and development of those at the front line of service delivery that we can continue to make further savings."

NEIL PLATTS
MAILROOM AND RECORDS MANAGER, LEEDS CITY COUNCIL

working in partnership

