

<b>Meeting of:</b>	<b>Cabinet</b>
<b>Date of Meeting:</b>	<b>Thursday, 25 June 2026</b>
<b>Relevant Scrutiny Committee:</b>	Resources Scrutiny Committee
<b>Item which the Chair has decided is urgent (Part I)</b> (If yes, why)	Matter which the Chair has decided is urgent to enable the continuity of cash management systems and the collection of Council income.
<b>Urgent Decision Procedure Used (15.14 of the Constitution)</b> (If yes, why)	Yes (detailed in the Part II report)  To award a three-year contract to Access Paysuite Limited for the continued provision of the Council's Cash Management System by the end of June 2026.
<b>Item Type</b>	Part I
<b>Report Title:</b>	<b>Cash Management System Contract Renewal</b>
<b>Portfolio Holder:</b>	Executive Leader and Cabinet Member for Performance and Resources
<b>Strategic Leadership Team:</b>	Head of Finance/Section 151 Officer
<b>Lead Officer:</b>	Matt Bowmer

1.0 **What is this report about?**

- 1.1 This report seeks Cabinet approval to award a three-year contract to Access Paysuite Limited for the continued provision of the Council's Cash Management System, by way of a direct award under the Procurement for Housing framework, Lot 3 (Cash In Solutions).

2.0 **What is the Recommendation?**

	<b>Recommendation – What and How?</b>	<b>Reason for Recommendation – Why?</b>
2.1	That Cabinet notes the content of the Part I report with a view to taking decisions as part of the associated Part II report on the meeting agenda.	To allow decisions to be taken as part of the associated Part II report.

### 3.0 **What is the background to this report?**

- 3.1 The current Cash Management System was fully implemented in 2020 and is utilised to manage PCI compliant payments across multiple channels including internet payments, chip and pin machine payments, payments taken via the cashiers service, automated telephone payments and payments taken over the telephone. It sits within a complex flow of systems and has a number of integrations including with the Council's General Ledger, the Housing Rents and Council Tax, Non Domestic Rates and Housing Benefits system. It has been configured to process payments received via Pay Point and the Post Office. The continuity of the system is important to ensure the Council achieves and retains Purchase Card Industry compliance (PCI compliance) which is a key Corporate Priority.
- 3.2 The Council's existing contractual arrangements with Access Paysuite Limited reached the end of their term on 30th June 2026. To facilitate the continuity of this system a new contract is proposed to be awarded via Direct award under the Procurement for Housing framework as detailed in this report.

### 4.0 **What issues are there to be considered?**

- 4.1 The current processing system has been in operation since early 2020 and is still functioning well with regular upgrades and releases to keep it fit for purpose. The existing system is significantly embedded into current working practices and has a number of integrations with other Council systems. There has been significant change in the system flow in recent years with the introduction of new systems of Income Management and Housing Rents.
- 4.2 There are only a small number of suppliers who offer systems for Local Authority Cash Management under this framework with the vast array of complex income streams and dedicated systems, and this limits the choice of supplier that can be used and the lead time associated with a change of system; Access Paysuite Limited's product is widely used across Welsh Local Authorities.
- 4.3 As this system takes payments using Customer card data it is vital that the system is Purchase Card Industry Standard compliant and is regularly updated by the supplier to reflect changing legislation and any security risks.
- 4.4 The Council has been working with the current supplier as part of the Payments Strategy to develop and improve payment channels including the roll out of more mobile chip and pin devices and integration of new income collection systems. The Council also continues to develop Customer facing technology that utilises Pay 360 payment pages including telephony and internet payment solutions.
- 4.5 Any change of system provider would have significant lead time to develop new integrations for income and payment information, training of users and development of new processes.
- 4.6 Awarding the contract for a three-year term would provide greater stability and better value for money than a shorter-term arrangement. It would help maintain continuity of critical

services, avoid the additional cost and administrative burden of more frequent procurement activity, and secure a more favourable pricing position over the life of the contract and enable development of ancillary functionality to improve the customer experience and suitability of payment channels.

- 4.7 It is proposed that during the contract period a full review of the existing cash management system would be undertaken to inform future re-procurement needs and the appropriateness of the solution supporting Vale 2030.

5.0 **How has evidence been used to inform the report, including the views of others?**

- 5.1 The continuity of this system has been considered as part of the Council's broader payment strategy looking to utilise APIs with the system as part of the integration with a new Schools Booking System due to be rolled out later this year and consideration of future functionality with more mobile chip and pin devices and clickable payment links. User requirements have been considered regarding system functionality, reliability, reporting capability, integration requirements, and supplier responsiveness.

- 5.2 There is also the consideration of the impact on residents, particularly the need to ensure continuity, accessibility of payment channels and the security of residents' card data when making payments. Access Paysuite Limited regularly review and update their system to maintain PCI compliance across the system.

6.0 **What are the next steps if the recommendations are approved?**

- 6.1 The current provider will be awarded a three-year contract

7.0 **How does this report support the Vale 2030 and Reshaping?**

- 7.1 This system supports the delivery of the Councils Payment Strategy and Income Generation Proposals. The improvement of accessibility and experience of making and querying payments made by Council residents and service users is a vital component of delivery the Brilliant Basics workstream.

- 7.2 The timely provision of accurate information in respect of income received makes a significant contribution towards information used to develop and monitor reshaping proposals.

- 7.3 The continuity of this system which sits within a broader network of systems is critical to the Council achieving its PCI compliance and building on existing processes and functionality to roll out additional and improved payment channels improving the customer experience, maintaining PCI and utilising existing and emerging digital functionality to maximise

## 8.0 **How does this demonstrate the Five Ways of Working?**

- 8.1 The proposals in this report will enable the Council to continue to work towards the Well-being Outcome of an incisive and safe Vale by attributing to the goal of providing a good quality of life to the citizens of the Vale of Glamorgan as the Council continues to manage its services with diminishing resources then it is essential that the Council can raise and collect revenue from Council Tax in order to support the vital services that its residents rely upon.
- 8.2 The system processes income received across all service areas of the Council including online payments for Fixed Penalty Notices, Non Domestic Rates, Social Services Care Charges, Garden Waste and Commercial Waste Income.

## **Resources**

### 9.0 **Finance**

- 9.1 The need to maintain income levels across all Council revenue streams is vital for the sustainability of Council Budgets. Accuracy of Council cash records is extremely important in ensuring the accuracy and completeness of accounting records. Given the increasing prevalence of cyber attacks and the need to ensure PCI compliance a regularly upgraded cloud based system that specialises in the complex revenue streams that Local Authorities receive is very important.

### 10.0 **Workforce**

- 10.1 There are no workforce implications as a result of this report.

### 11.0 **Legal and Equalities**

- 11.1 The Council must be satisfied that the proposed procurement route complies with the Procurement Act 2023, the Procurement (Wales) Regulations 2024, the Wales Procurement Policy Statement and the Council's own Contract Procedure Rules/ Contract Standing Orders and Financial Regulations. Officers have obtained procurement advice from Ardal and are required, prior to award, to confirm that the Council is entitled to use the relevant procurement route, that the proposed scope and value fall within permitted terms of that route, and that all statutory notice and standstill requirements are complied with.
- 11.2 This report relates to the continuation and enhancement of an existing operational system supporting the administration of Cash Management. It does not propose any change to eligibility criteria or substantive policy affecting residents. Accordingly, no full Equality Impact Assessment is considered necessary at this stage. However in taking this decision, Cabinet must have due regard to the Council's duties under the Equality Act 2010, the Human Rights Act 1998 and the Welsh specific public sector equality duties, including the need to main accessible and continuous services for residents, particularly those who are financially vulnerable.

11.3 The contract and implementation arrangements must also comply with the UK GDPR and the Data Protection Act 2018, including ensuring that the appropriate contractual provisions are in place for the lawful processing, storage, security, retention and deletion of personal data. Officers should also ensure that any necessary data protection screening or impact assessment is undertaken as part of implementation.

## 12 **Key Contacts**

12.1 **Who are the primary officers to contact with any comments and/or queries on the report?**

Lead Officer: Matt Bowmer Head of Finance/Section 151 Officer mbowmer@valeofglamorgan.gov.uk	Democratic Services Officer Matt Swindell Cabinet and Committee Services Officer mlswindell@valeofglamorgan.gov.uk
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### **Appendix**

None.

### **Background Documents**

None.