

Notice of Non-Key Executive Decision

Subject Heading:	Wavenet PSTN to Digital
Decision Maker:	Mark Duff, Director of IT, Digital and Customer Services
Cabinet Member:	Sean McMahon, Cabinet Member for Customer Services
ELT Lead:	Kathy Freeman, Strategic Director of Resources
Report Author and contact details:	Amaka Nwosu IT Commercials Manager Amaka.Nwosu@havering.gov.uk
Policy context:	<i>Havering – Our Corporate Plan for 2024-2027</i> “The Havering you want to be part of” Enabling a resident-focused and resilient Council We manage our resources well
Financial summary:	Migration of 61 legacy PSTN lines to SOGEA or FTTP digital services for a period of 12 months. Total contract value of £46,241.40 (excl VAT) met from Havering IT Telephony revenue budget A22075.
Relevant Overview & Scrutiny Sub Committee:	Overview and Scrutiny board
Is this decision exempt from being called-in?	The decision will be exempt from call in as it is a Non key Decision

Non-key Executive Decision

The subject matter of this report deals with the following Council Objectives

People - Supporting our residents to stay safe and well

Place - A great place to live, work and enjoy

Resources - Enabling a resident-focused and resilient Council X

Part A – Report seeking decision

DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

The director of IT, Digital and Customer Service is recommended to agree to:

Approve the award of a contract to Wavenet Limited through the GCA Network Services Framework RM6116 lot 1a and lot 4b for the migration of the Council's 61 legacy PSTN lines to SOGEA or FTTP digital services for a period of 1 year commencing on 1st September 2026. The total contract value over one year is £46,241.40 (excluding VAT)/ £55,457.28 (including VAT).

AUTHORITY UNDER WHICH DECISION IS MADE

Part 3.3.3 Powers Common to all Strategic Directors

4.2 To award all contracts with a total contract value of below £1,000,000 other than contracts covered by Contract Procedure Rule 16.3. This delegation shall include the ability to extend or vary a contract up to and including a value of £1,000,000 (provided that the extension is in line with the existing contractual provisions.)

This power was delegated to the Director of IT, Digital and Customer Service on 14th March 2025 for contracts with a value of up to £100,000.

STATEMENT OF THE REASONS FOR THE DECISION

The Council requires a contractual arrangement to support the migration of its legacy PSTN (Public Switched Telephone Network) lines to SOGEA (Single Order Generic Ethernet Access) or FTTP (Fibre to the Property) services as part of the national PSTN switch-off.

The current contract supporting these services is due to expire in December 2026 and does not contain an option to extend. At the same time, PSTN services are being withdrawn nationally from January 2027, requiring organisations to cease or migrate all remaining lines to alternative digital services.

Several Council services remain dependent upon PSTN connectivity and therefore require a managed and coordinated transition. Whilst individual migrations could be procured separately, each line would require a new supplier arrangement and a minimum contractual commitment of 18 months, resulting in a resource intensive and less efficient approach to managing the transition.

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This report seeks to direct award a new contract to Wavenet Limited through the CCS Network Services Framework RM6116-391 to allow the Council to complete the migration of 61 PSTN lines. Wavenet was selected as the Council's existing telephony and connectivity provider reducing implementation and transition risk. The contract provides a single commercial arrangement to manage the migration of legacy PSTN lines to SOGEA or FTTP services, reducing the risk of service disruption, avoiding multiple individual procurements and ensuring continuity of critical services during the transition period. The 61 lines represent the remaining PSTN services currently identified for migration, with the majority of legacy PSTN lines having already been ceased.

The proposed contract is for a period of 1 year commencing on 1 September 2026 at £46,241.40 excl VAT.

OTHER OPTIONS CONSIDERED AND REJECTED

Do nothing: This option was rejected as the Council must complete the migration of its remaining PSTN services before the national withdrawal of PSTN connectivity. Failure to enter a new contractual arrangement would place the Council at risk of service interruption and loss of connectivity for critical services.

Undertake a New Procurement Exercise: A full competitive procurement exercise was considered but rejected. The Council has access to a compliant route through the CCS Network Services Framework RM6116, which already provides access to the required services. Conducting a separate procurement exercise would create additional cost, resource requirements and delays without delivering any clear benefit.

Award to an alternative provider: This option was not progressed as the Council is currently managing the migration of existing services and the proposed solution has been sourced through a direct award under the CCS framework. Wavenet was selected as the incumbent provider of the Council's telephony and related connectivity services, currently supplying SIP Trunk/Direct Routing services and associated network connectivity, enabling the migration of the remaining PSTN lines to be delivered through an existing integrated supplier arrangement. Appointing an alternative supplier at this stage would introduce additional implementation risk and could impact delivery timescales for the PSTN project.

PRE-DECISION CONSULTATION

The requirement has been developed in consultation with relevant officers within IT and Digital Services who are responsible for the management of the Council's network and telephony infrastructure.

NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER

Non-key Executive Decision

Name: Amaka Nwosu

Designation: IT Commercials Manager

Signature: A.Nwosu

Date: 14/08/2026

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The Council has the power to award the contract under s111 of the Local Government Act 1972, which permits the Council to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions.

The Council also has a general power of competence under Section 1 of the Localism Act 2011 to do anything an individual may generally do subject to any statutory limitations. The recommendation sought within this report is in accordance with this power.

The contract value is £55,457.28, which is below the threshold for services under the Procurement Act 2023 (PA23) and therefore not subject to the full requirements of PA23. However, any procurement and award must comply with the Council's Contract Procedure Rules (CPR)

The GCA RM6116 Framework permits selecting a supplier via a further competition or a direct award and provides for cross-lot procurement where appropriate. The framework was established in compliance with the Public Contract Regulations 2015 and is available for the Council to use. Officers have followed the framework process for selecting a supplier and recommend a direct award to Wavenet Limited, which complies with CPR 15.

FINANCIAL IMPLICATIONS AND RISKS

This report seeks approval to the award of a contract to Wavenet Limited through the GCA Network Services Framework RM6116 lot 1a and lot 4b for the migration of the Council's 61 legacy PSTN lines to SOGEA or FTTP digital services for period of 1 year commencing on 1st September 2026. The total contract value over one year is £46,241.40 (excluding VAT)/ £55,457.28 (including VAT).

The contract will be funded from the IT Telephony revenue budget A22075.

Although there will be an overlap with the existing contract supporting these services which is due to expire in December 2026 this is to allow these PSTN lines to be either ceased or migrated to a digital line well in advance of January 2027. Charges will continue on the existing contract until the lines are fully migrated/decommissioned. Once the lines are migrated, charges will commence on the new contract and end on the existing contract. An overlap of costs is not envisaged.

HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)

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The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS

There are no direct equalities or social inclusion implications arising from this decision.

The proposal relates to the continuation and replacement of existing telecommunications infrastructure, and there is no change to service delivery that would impact individuals or groups with protected characteristics.

An Equality and Health Impact Assessment (EHIA) is not required as the decision does not introduce a new policy, service, activity, or change in delivery model.

ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS

There are no direct environmental or climate change implications associated with this decision.

HEALTH AND WELLBEING IMPLICATIONS AND RISKS

Under the Health and Social Care Act 2012, the Council is responsible for improving and protecting the health and wellbeing of local residents. Havering Council is committed to improving the health and wellbeing of all residents.

The award of a contract for the migration of the Council's remaining legacy PSTN lines to digital SOGEA or FTTP connectivity services, in support of the national PSTN switch-off programme.

There are no direct health and wellbeing implications arising from the proposed decision to award this contract.

BACKGROUND PAPERS

None

APPENDICES

None

Non-key Executive Decision

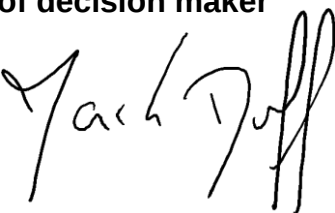
Part C – Record of decision

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

Decision

Proposal agreed

Details of decision maker

Signed: 

Name: Mark Duff

Cabinet Portfolio held:

CMT Member title:

Head of Service title: **Director, IT, Digital and Customer Services**

Other manager title:

Date: 27/08/2026

Lodging this notice

The signed decision notice must be delivered to Committee Services, in the Town Hall.

For use by Committee Administration

This notice was lodged with me on _____

Signed _____

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