



University of East Anglia

Information Services Directorate

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[REDACTED]

19 September 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-211)

We have now considered your request of 22 August 2017 for information relating to mail services.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information relevant to questions 12, 13 and 14 of your request. Further information is on page 3 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-211)

1. Does the University manage its own incoming mail or is this service outsourced?

Yes, the University manages its own incoming mail.

2. If outsourced, who is the current provider, when did the contract start and what is the contract term?

Not applicable – see response to question 1.

3. Is any of the incoming mail scanned or is it physically transported across the University?

Incoming mail is not scanned; it is physically transported across the University.

4. If the service is provided in house how many staff are involved in:

- a. Distributing incoming mail*
- b. Collecting outgoing mail*

Nine full-time staff and seasonal temporary staff are employed by the University to undertake central post and portering tasks, amongst other duties.

5. What is the volume of outgoing mail sent by the University?

In 2016, the University sent 120,849 items.

6. Does the university have any centralized services for printing and sending mail?

No.

7. Does the University have any hybrid mail services for sending letters or other correspondence?

No.

8. If yes, who is the hybrid mail provider, when did this contract start and what was the contract term?

Not applicable – see response to question 7.

9. Does the University have any software products for sending letters electronically or SMS reminders to its residents?

No, however, the University uses 'Sendsuite' to notify students by email of receipt of parcels.

10. If so what software products are used, when where these installed and what is the contract term for support?

Not applicable – see response to question 9.

11. What is the name and title of the person who is responsible for the mail contracts?

Andrew Brinded, Post and Portering Manager.

12. Who is your Business Transformation Officer or similar?

[Information not held - s.1(1)(a), Freedom of Information Act]

The University does not have a Business Transformation Officer or similar position.

13. Does the University have a particular cost saving target over the next few years through back-office process efficiencies? Who is responsible for achieving this target?

[Information not held - s.1(1)(a), Freedom of Information Act]

The University has targeted cost savings over the next few years through back-office process efficiencies but it does not have a particular or specific target. Additionally, no targets or responsibilities have been allocated to any specific business area.

14. Does the University have a fleet of franking machines? If so how many & what are the costs to run in terms of lease and postage cost 1st and 2nd class?

The University has one franking machine. The University spent £1889 on ink and £1483.63 on rental in 2016/17.

[Information not held - s.1(1)(a), Freedom of Information Act]

We do not hold or record the amount spent on 1st or 2nd class but our response to question 15 provides the total amount spent on franking (outgoing mail costs).

15. How much does the University currently spend on outbound mail annually?

In 2016, the cost of all outgoing mail was £199,548.29.

16. Does the University support & promote 'agile workers'?

The University does not have a formal 'agile working' policy as such, but flexible working arrangements are available to staff under our 'Flexible Working Guidelines' which are available for review by staff on the UEA website:

<https://www.uea.ac.uk/hr/employee-information/policies/flexible-working>.

17. Does the University have a project to promote digital or on-line citizen communication?

Yes. Regular communications with Alumni are via digital channels.