

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA060918-2219

5 October 2018

Dear [REDACTED]

Thank you for your request for information about the Greater London Authority's current mail services, which the GLA received on 6 September 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Please find below the information we hold within the scope of your request.

To put this in context, the GLA is London's strategic government and does not operate in the same way as local councils. We do not deal with the volumes of mail that local authorities who provide services would deal with. We do not have a central print/mail hub where all outgoing mail is handled. Lots of our outgoing mail is created ad hoc by different staff. Outgoing mail goes via a mail room where outgoing post is franked.

- 1. What are your annual outbound mail volumes for your last financial year? If available can you please provide the annual breakdown by mail pack sizes e.g. C5, C4 etc.*

Please see the attached pie-chart.

- 2. What was your annual outbound mail expenditure for your last financial year? If available can you please provide the annual breakdown by mail pack types i.e. 2nd class, 1st class, Special Delivery etc.*

Please see response below. This does not include courier costs which are not recorded centrally. If you are interested in courier costs, please let us know and we can conduct searches.

- 3. What was your annual expenditure in your last financial year for mail franking machine?*

The total cost for 17-18 was £21,390.33.

4. Do you insert any printed materials into your mail packs? If so, please provide some examples and volumes for your last financial year.

No, we do not insert any printed materials via the Post Room. We do not keep records of what printed materials various directorates might add to outgoing mail or mail merges before is collected in the mail room for franking.

5. What was your expenditure in your last financial year on mailroom staff together with the number of FTEs in place?

We do not employ any direct mail room staff. We have a roster of security staff who collect outgoing mail from around the building and run the post room/franking machine as part of their duties. We are unable to extract expenditure for 'mailroom staff'.

6. What is the level of automation you currently have for outbound mail?

We have a franking machine.

7. Do you deploy any hybrid mail solution? If so, please confirm if the hybrid mail solution is on premise or outsourced?

We do not use a hybrid solution.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA060918-2219.

Yours sincerely

Ruth Phillips
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>