

17th March 2010

Royal Mail Group

Mr Dave Bowen

By Email: request-29309-xxxxxxx@xxxxxxxxxxxxxxx.xxx

Freedom of Information Unit
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Sheffield
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www.royalmail.com

Dear Mr Bowen

Re: Freedom of Information Request

I am writing in response to your request dated 19th February 2010. We have considered your request under the terms of the Freedom of Information Act 2000 (the Act). You requested the following information:

“Can you please provide the following information under the freedom of information act for each month in the past 5 years for the SA99 postcode area of Swansea and in particular to the DVLA.

- 1) The amount of undelivered & lost mail actually found within the royal mails system destined for the above postcode.*
- 2) The amount of alleged loss of mail intended for this postcode.*
- 3) The amount of complaints received by phone, letter or email regarding loss of mail to this postcode area.*
- 4) Any known issues with postal delivery in this area.*
- 5) Amount of staff disciplined as a result of conduct in this area.*
- 6) Can you confirm the procedure for delivery of mail to the SA99 DVLA Centre.*
- 7) Any issues that may affect delivery to this address whatsoever.”*

Cont...

To identify and retrieve all information within the scope of your request would take a significant amount of time. We estimate that this would exceed the appropriate cost-limit for dealing with requests which is set under section 12 of the Act.

The appropriate limit for Royal Mail Group is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and in locating, retrieving and extracting the information. In relation to parts 4 and 7 of your request alone, a series of extensive searches would be required in order to identify and retrieve any and all recorded information relevant to your request (i.e. relating to 'delivery issues' in this area). For example Royal Mail holds records of all customer enquiries and complaints which are recorded according to the address that items were posted to. Royal Mail holds information related to service updates which are updated regularly, provided on our website (www.royalmail.com/serviceupdates), and used by Royal Mail Customer Services to assist our customers. To search all such sources, in order to identify all recorded information within the scope of your request, would take significantly more than 18 hours to complete. Consequently, Royal Mail Group is not obliged by the Freedom of Information Act 2000 to respond to this part of the request (see section 12(1) of the Act).

It would of course be possible to identify and retrieve some information within the appropriate cost-limit if you were able to narrow the terms of your request. If you wish to clarify part of your request or submit a new request for particular information then please write to us again. For example, we do hold information on employees subject to disciplinary action at the Delivery Office which covers this area. Information is only held concerning current conduct penalties – penalties are removed from employee records after a period of time depending upon the level of action taken. Disciplinary action could also be taken for various reasons, some of which would have no bearing on the delivery of mail but would concern breaches of Royal Mail's conduct code. You may therefore wish to request the number of current conduct penalties at Swansea Delivery Office.

As I have stated above, we do also hold records of complaints received by Royal Mail, you may therefore wish to request the numbers of loss complaints recorded for the SA99 postcode within a narrower period of time. Please note that Royal Mail already publishes numbers of complaints received for the SA postcode area. These figures can be found at www.royalmailgroup.com and by following the link below:
ftp://ftp.royalmail.com/Downloads/public/ctf/rmg/07-08_Complaints_by_Postcode.pdf

Please note that any new request we receive from you will need to be treated as a fresh request and other exemptions from disclosure under the Act may apply to some information.

Cont...

I am sorry that your request cannot be answered in its current form but hope that this response is helpful. If for any reason you are not satisfied with this response however, you do have the right to request a review. If you wish to do so please set out in writing your grounds of appeal and send to the Head of Information Compliance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request under the terms of the Freedom of Information Act, and you will be advised of the outcome.

If, having requested an internal review by Royal Mail, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Daniel Tulp
Freedom of Information Case Officer
foi@royalmail.com