



Reference: FOI7103

Customer Services  
01653 600666  
[foi@ryedale.gov.uk](mailto:foi@ryedale.gov.uk)

Nell Namelock

02 March 2021

Email: request-730746-  
[eb076e1f@whatdotheyknow.com](mailto:eb076e1f@whatdotheyknow.com)

### Freedom of Information Act 2000 – Request for Information

Your request for information (received on 23 February 2021) has now been considered and the response to your questions is shown below.

You asked:

Dear Sir / Madam, Please be so kind as to provide comprehensive information on the following:

1. Do you have a postroom / mailroom? **Answer: YES**
2. Are the Members of Staff managed in house or outsourced? **Answer: In House**
3. How many documents are received per day? **Answer: 72 avg**
4. How many documents are posted every day? **Answer: 222 avg**
5. How much did you pay for postage in the last financial year? **Answer: £70,009.70**
6. Do you have any workflow software enabling post to be scanned and sent to the intended recipient? If so, what? **Answer: NO**
7. Do you have a hybrid mail solution? **Answer: NO**
8. What is the name, title and email address of the person that is responsible for the everyday running of the postroom? **Answer: Jenny Knowles:**  
[Jenny.knowles@ryedale.gov.uk](mailto:Jenny.knowles@ryedale.gov.uk) **Customer Services Manager**
9. Does the Council use a SMS Text Messaging service to contact Staff and / or wider community **Answer: NO**
10. If the answer to Q17 is Yes, how many text messages were sent in the last financial year and how much did the Council spend on this service. **Answer: N/A**

**Answer: Please see in bold above**

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

If you are not satisfied with the way your request has been handled, a complaint will be considered by an Appeal Panel by contacting:



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Freedom of Information  
Ryedale District Council  
Ryedale House  
Malton  
YO17 7HH  
Email: [foi@ryedale.gov.uk](mailto:foi@ryedale.gov.uk)

If following the decision of an Appeal Panel you are still dissatisfied, you may appeal to:

The Information Commissioner Wycliffe House Water Lane Wilmslow SK9 5AF	Tel: 0303 123 1113 Email: <a href="mailto:casework@ico.org.uk">casework@ico.org.uk</a> Website: <a href="http://www.ico.org.uk">www.ico.org.uk</a>
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Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal, as outlined above, before contacting the Commissioner.

