

FREEDOM OF INFORMATION REQUEST  
FOIA 2017.113

From the University Solicitor: Peter Aldred  
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Terrence Barlow  
By email: [request-426618-52946f7a@whatdotheyknow.com](mailto:request-426618-52946f7a@whatdotheyknow.com)

12<sup>th</sup> September 2017

Dear Mr Barlow,

Thank you for your FOI request dated 22<sup>nd</sup> August 2017 regarding postal services at the University of Chichester.

Your request appears below, with our responses interleaved:

1. Does the University manage its own incoming mail or is this service outsourced? *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? *N/A.*
3. Is any of the incoming mail scanned or is it physically transported across the University? *Physically transported across the University.*
4. If the service is provided in house how many staff are involved in:
  - a. Distributing incoming mail: *3.*
  - b. Collecting outgoing mail: *3.*
5. What is the volume of outgoing mail sent by the University? *30,229 items franked between 08/10/2016 and 31/07/2017 (01/08/2016 – 16/10/2016 figures unavailable due to machine replacement).*
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? *N/A.*
9. Does the University have any software products for sending letters electronically or SMS reminders to its residents? *No.*
10. If so what software products are used, when where these installed and what is the contract term for support? *N/A.*
11. What is the name and title of the person who is responsible for the mail contracts? *Andy Howard, Facilities Manager (Soft Services).*
12. Who is your Business Transformation Officer or similar? *N/A.*
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? *No.*

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? *We have one franking machine owned by the University, and so lease costs are not applicable. We also cannot provide accurate costs for postage due to the machine being replaced.*

15. How much does the University currently spend on outbound mail annually? *Total postage costs 01/08/2016 – 31/07/2017 approximately £35,000 (exact figures unavailable due to franking machine replacement).*

16. Does the University support & promote 'agile workers'? *The University does not have a policy on agile working.*

17. Does the University have a project to promote digital or on-line citizen communication? *No.*

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to [FOI@chi.ac.uk](mailto:FOI@chi.ac.uk). Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,



**Peter Aldred**  
**University Solicitor**