

30th January 2013

Mrs T Begum

By Email: request-143813-51c1fc40@whatdotheyknow.com

Information Rights Team
(Freedom of Information Act)
2nd Floor
Royal Mail Sheffield
Pond Street
SHEFFIELD
S98 6HR

0114 241 4215
foi@royalmail.com
www.royalmail.com

Dear Mrs Begum

Re: Freedom of Information Act Request (Our Reference: MTEE-93LGD3)

I am writing in response to your recent request for information dated 2nd January 2013. Your request has been considered under the terms of the Freedom of Information Act 2000. You requested the following:

"Can you explain why the following boxes are not 'Town and City' specification, and do not fall into a latest collection time specification of 17:30 – 18:30 hours?"

*E2 14 E28 210 KINGSLAND ROAD
E2 4 E28PJ THURTLER ROAD
E2 17 E28DY KINGSLAND ROAD
E2 22 E28PR 328 HACKNEY ROAD*

These boxes are within one mile to Central London.

Can you tell me why some post boxes in E8, E9 and E5 (London) are not within 'Town and City' specification?

If there has been an oversight, will this be corrected?

Can you explain why post boxes in E13 (London) are within 'Town and City' specification, which fall into a latest collection time specification of 17:30 – 18:30 hours?

Cont...

I can confirm the four postboxes specified in your request do fall under 'Town & City' specification. The 'Town & City' specification is one of 5 time period guidelines which indicate when final collections should be made from postboxes. The time specifications used are based on business and residential delivery point density at the time the specification was reviewed by Royal Mail and the postal Regulator which at the time was Postcomm. The post boxes were then placed in the relevant specification.

We consider that to search for any and all records which fall within scope of your request would exceed our obligations under section 12 of the Freedom of Information Act - where cost of compliance exceeds the appropriate limit. Should records be identified we would then be required to review information held for each postbox in turn to ascertain the specification they were placed in and the reasons for this. We consider this would significantly exceed our obligations section 12 of the Act.

Under section 12 of the Act, public authorities are not obliged to comply with requests for information where the cost of dealing with them would exceed the appropriate limit. The appropriate limit for Royal Mail Group is set at £450. This represents the cost of one person spending 18 hours in identifying, locating, retrieving or extracting the requested information. We estimate that gathering the information covered by your request would take significantly more than 18 hours therefore we are not obliged to deal with your request.

You may wish to revise your request to focus on a smaller area therefore Royal Mail would need to search for fewer records. Any revised request would be considered as a fresh request under the Act therefore the cost limit may still apply, or other exemptions where information is located.

Information in relation to collection specification is published on our website; www.royalmailgroup.com. We would urge all customers with any query or concern regarding local collection times to contact Royal Mail Customer Services or go to our website for assistance: <http://www.royalmail.com/>.

If for any reason you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out your reasons in writing and send to the Head of Information Governance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request, and you will be advised of the outcome.

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

Information Commissioner's Office

Cont...

Wycliffe House
Water Lane
WILMSLOW
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Marie Teasdale
Information Rights Officer
Company Secretary's Office