

29<sup>th</sup> March 2010

**Royal Mail Group**

Mr Mike Rawlins

By Email: request-29807-7ecxxxxx@xxxxxxxxxxxxxxxxxxx

Freedom of Information Unit  
2nd Floor  
Royal Mail Sheffield  
Pond Street  
Sheffield  
S98 6HR

foi@royalmail.com  
www.royalmail.com

Dear Mr. Rawlins

### Re: Freedom of Information Request

I'm writing in response to your email received on 1st March 2010 in which you requested information relating to Parking Difficulties at the corner of Trentham Road and Spring Garden Road, which I am dealing with under the terms of the Freedom of Information Act 2000. In your email you have requested under the Freedom of Information Act the following;

1. *Please supply copies of all:*
  - *E-mails memos reports and logs that detail parking difficulties*
  - *Copies of any parking tickets*
  - *Details of any accidents*
  - *Details of any near misses**Please supply the above information for the time frame 1 January 2005 to 28 February 2010*
  
2. *Please also supply copies of your working practices, policies or guidelines which document the distance that a post office employee must park within when collecting mail from a post box and any documents such as a 'collection drivers handbook' which outline working practices when making collections, which would be relevant to this request.*  
*If part of the information is readily available (such as copies of your policies, procedures & guidelines) please supply these separately rather than waiting for all the requested information to be collated.*

Cont...

In relation to the first part of your request we contacted the Collection and Network Support Manager for the Stoke-Hanley Delivery Office which deals with the box in question. There has not been any parking tickets issued for this location and there has not been any accidents or near misses reported.

In regards to the memos and reports, please find attached;

- Annex 1 (End of this letter) – Copy of the message to the Collections Team from the Collections Manager. This is the initial report, which was a reaction to the highways installing bollards and to prevent any risk to our collections staff. Two separate collections staff voiced concerns immediately after the bollards were installed.
- Annex 2 – Copy of the notice to customers, attached to the box.

We are currently assessing the area for a suitable safe location for the post box. This will require us to gain all the necessary clearances from Highways + Utilities etc.

In regards to the second part of your request please find attached copies of the guidance for collections staff in regards to 'Driving' and 'Collections'. There are many other documents which make up the safe working, daily practices of our collections staff, but those attached are the most relevant.

Attached;

- Collections from Boxes
- Safe Driving

I hope that the information provided above is helpful to you. 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 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 decision, 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

Cont...

Yours Sincerely

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

Cont...

**Annex 1 – Copy of Email from Collections Manager to Collections Team on the 11<sup>th</sup> December 2009**

I have arranged for Romec to seal the above box. The Highways Authority have put three bollards in where the box is located preventing vehicles from pulling on to the pavement by the box.

I have been informed by [Name Removed] that because the bollards prevent him from pulling on the pavement there is no safe place to stop where it is practical to collect the box. The pavement some years ago was made wider in front of the box restricting the width of the road.

I will arrange to visit the box next week to carry out an assessment myself, in the interim I have arranged for the box to be sealed and suspended it on the CMD.

Mark Griffiths  
Collections Manager ST Area