



Foreign &
Commonwealth
Office

FCO Services
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

22 March 2019

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: FOI 0205-19

Thank you for your email of 21st February 2019 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

Can you please respond to the following questions relating to the Foreign and Commonwealth Office current mail services in the UK:

- 1. What are your annual outbound mail volumes for your last financial year? If available can you please provide the annual breakdown by mail pack sizes e.g. C5, C4 etc.*
- 2. What was your annual outbound mail expenditure for your last financial year? If available can you please provide the annual breakdown by mail pack types i.e. 2nd class, 1st class, Special Delivery etc.*
- 3. What was your annual expenditure in your last financial year for mail franking machines?*
- 4. Do you insert any printed materials into your mail packs? If so, please provide volumes for your last financial year.*
- 5. What was your expenditure in your last financial year on mailroom staff together with the number of FTEs in place?*
- 6. What is the level of automation you currently have for outbound mail?*
- 7. Do you utilise a hybrid mail solution? If so, please confirm if the hybrid mail solution is on premise or outsourced?*

I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that FCO Services does hold information relevant to your request.

1. This information is not available as we do not collect it.
2. Annual expenditure for the last financial year £85,856.
3. Annual expenditure for mail franking machines for the last financial year is £1,567.18.
4. We do not insert any printed material.
5. There are 14 FTE involved in the mail activities as part of their role, it is therefore not possible to provide a figure for just the mailroom tasks they perform.
6. There is no automation used for outbound mail.
7. There is no use of a hybrid mail solution.

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If you would like a review of our decision, or if you wish to make a complaint, please write to the Central FOI Unit, Foreign and Commonwealth Office, Room WH2.177, King Charles Street, London, SW1A 2AH. E-mail: foi-dpa.pmcs@fco.gov.uk. You have 40 working days to do so from the date of this letter.

You can apply directly to the Information Commissioner. However, the Information Commissioner will not normally make a decision unless you have first exhausted the complaints procedure provided by the FCO. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

FOI Officer

FCO Services



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