



Office of the Pubs Code Adjudicator
Lower Ground
Victoria Square House
Victoria Square
Birmingham
B2 4AJ

Email: office@pubscodeadjudicator.gov.uk

8 June 2020

Dear [REDACTED]

Thank you for your emails, both were received on 19 May 2020 in which you requested information from the office of the Pubs Code Adjudicator (PCA) under the Freedom of Information Act 2000 (FOIA).

The FOIA entitles you to:

- know whether the information you have requested is held by the PCA; and
- be provided with that information, subject to any exemptions in the FOIA which may
- apply.

You have requested the following information:

1. Freedom of Information Request Outbound

- 1a. Do you send physical post by the likes of Royal Mail, Whistl or UK Mail?
(Outbound for the purpose of this request defined as physical printed communication sent)
- 1b. What was the number of envelopes sent in 2019?
(Number of envelopes despatched to users of your services in 2019)
- 1c. Do you produce the work in-house or is it outsourced to a specialist provider?
(Whether the outbound services are printed and despatched by a third party)
- 1d. If above is a specialist provider, please answer the following sub questions;
(High level information relating to the contract with the third party for outbound services)
 - Annual value,
 - Contract term,
 - Renewal date
 - Framework or direct award.

2. Freedom of Information Request Inbound



Pubs Code Adjudicator

- 2a. Do you receive physical post from Royal Mail?
(Inbound for the purpose of this request defined as physical communication from users of your services).
- 2b. What was the number of envelopes received in 2019?
(Number of envelopes received from users of your services in 2019)
- 2c. Do you process the work in-house or is it outsourced to a specialist provider?
(Whether the inbound services are received, open / sorted and scanned by yourselves or by a third party)
- 2d. If above is a specialist provider, please answer the following sub questions;
(High level information relating to the contract with the third party for inbound services)
- Annual contract value
 - Contract term
 - Renewal date
 - Framework or direct award

I can confirm that the office of the PCA does hold information relevant to your requests.

The PCA sends and receives its post using the services of the Royal Mail.
In 2019 the PCA issued a total of 33 outbound envelopes and received 181 inbound.
The PCA manages all its outbound and inbound post and does not have a contract with a third-party organisation.

If you do not believe that the office of the PCA has provided an appropriate response to your request, as set out above, you are entitled 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 request and should be made in writing, quoting the above reference, to office@pubscodeadjudicator.gov.uk or:

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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

Office of the Pubs Code Adjudicator

Pubs Code enquiries to 0800 528 8080 or enquiries@pubscodeadjudicator.gov.uk
Website: www.gov.uk/pca