



Homes
England

Date: 9 June 2020

Our Ref: RFI2993

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear [REDACTED]

RE: Request for Information – RFI2993

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA).
For clarification, you requested the following information:

1. *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 to users of your services*
2. *What was the number of envelopes sent in 2019? - Number of envelopes despatched to users of your services in 2019*
3. *Do you produce the work in-house or is it outsourced to a specialist provider? - Whether the outbound services are printed, fulfilled and despatched by yourselves or by a third party*

If above is a specialist provider please answer the following sub questions;

Annual value of the contract - (£) GBP

Contract term – months

Renewal date - dd/mm/yyyy

Framework or direct award

Response

We can confirm that we do hold some of the requested information.

We can advise that Homes England has multiple office locations and the situation regarding outgoing mail varies for each office.

Gateshead, Warrington & Cambridge Offices

1. ***Do you send physical post by the likes of Royal Mail, Whistl or UK Mail?***
Yes - Royal mail
2. ***What was the number of envelopes sent in 2019?***
Gateshead = 8900
Warrington = 3700
Cambridge = 550

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3. Do you produce the work in-house or is it outsourced to a specialist provider?

Mail is produced and franked internally by our Facilities Management staff and mailed out through Royal mail. We frank using leased franking machines from Quadient UK Ltd.

If above is a specialist provider please answer the following sub questions;

Annual value of the contract - (£) GBP

- Royal mail annual charge for collection and delivery per office = £800
- Quadient UK Ltd - Franking machines hire and maintenance costs :
Gateshead = £2379.88 per annum
Warrington = £2379.88 per annum
Cambridge = £1429.36 per annum

Contract term – months

- Royal Mail – annual renewal
- Quadient UK Ltd - 3 years with an optional 2 year extension.

Renewal date - dd/mm/yyyy

- Royal Mail - 30 November each year
- Quadient UK Ltd - the contract expires on 01/06/2020

Framework or direct award

Crown Commercial Service Framework agreements:

- RM6017 (<https://www.crowncommercial.gov.uk/agreements/RM6017>)
- RM1063 (<https://www.crowncommercial.gov.uk/agreements/rm1063>)

Other Homes England Offices

(London, Crawley, Liverpool, Bristol, Manchester and Leeds)

1. Do you send physical post by the likes of Royal Mail, Whistl or UK Mail?

Yes - Royal mail

**2. What was the number of envelopes sent in 2019?
and**

3. Do you produce the work in-house or is it outsourced to a specialist provider?

I am able to confirm that Homes England does not hold the information detailed in your request. This is because there is no legal or business reason for Homes England to do so.

In order to conclude that the information is not held, we have searched with our Facilities team who would have the requested information if held.



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The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. We do not collect information on outgoing mail at these offices as the service at these locations is via Building Management and provided as part of our service charge agreements.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team
Homes England – 6th Floor
Windsor House
50 Victoria Street
London
SW1H 0TL

Or by email to infogov@homesengland.gov.uk

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

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