



Homes
England

Date: 9 June 2020

Our Ref: RFI2994

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 ██████████

RE: Request for Information – RFI2994

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 receive physical post from Royal Mail? - Inbound for the purpose of this request defined as physical communication from users of your services*
2. *What was the number of envelopes received in 2019?*
3. *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*

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.

1. ***Do you receive physical post from Royal Mail?***

Yes.

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

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.

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.

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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. To comply with this duty we are able to confirm that we do not collect this information.

3. 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

Incoming mail is processed in-house by either our Facilities Management team or by building management.

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.

This service is only paid for at our office locations where postal service is not provided by Building Management as part of our Service Charge agreements. The offices where we pay the Royal mail annual charge are Gateshead, Warrington and Cambridge.

Contract term – months

Annual renewal

Renewal date - dd/mm/yyyy

30 November each year

Framework or direct award

Crown Commercial Service Framework agreement:

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

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



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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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