

## FOI Request Response information

FOI request reference:	2018/082
Date request received:	26/03/2018
Date request responded to:	13/04/2018
Category:	Infrastructure
Tags:	Mail, post, 1 <sup>st</sup> class, envelopes, cost, spend, 2 <sup>nd</sup> class, management, provider, contract, volume, number, DNA, do not attend, contact details,

### Request Detail:

1. How much 1st class mail (DL & C5 envelopes up to 100gsm) does the Trust send annually?
  - a. What is the mail cost per mail piece?
  - b. What is the annual cost for this service?
2. How much 2nd class mail (DL & C5 envelopes up to 100gsm) does the Trust send annually?
  - a. What is the mail cost per mail piece?
  - b. What is the annual cost for this service?
3. Does the Trust manage its own incoming mail or is this service outsourced?
4. If outsourced, who is the current provider, when did the contract start and what is the contract term?
5. Does the Trust have any hybrid mail services for sending letters or other correspondence?
6. If yes, who is the hybrid mail provider, when did this contract start and what was the contract term?
7. If yes, what volume of mail is sent out by the hybrid mail provider?
8. What is the total volume of outgoing mail sent by the Trust?
9. What is the Trust's percentage of DNA's (Do not attend)?
10. Can you please provide the contact details including email address, of the person responsible for mail services within the Trust?

### Response Detail:

The Trust response to your recent FOI request can be found in the attached pdf document.

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.