Dear,

Further to your recent request for information, relating to Mailroom and Records Management, please find below our responses to your questions.

I hope the below assists you, however, if you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Following this, if you remain dissatisfied, you can ask the Information Commissioner to review your request. However, the Information Commissioner cannot normally make a decision unless you have exhausted the procedure provided by the Council. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113 or 01625 54 57 45
www.ico.org.uk

Kind Regards,

-----Original Message-----

Dear Nottinghamshire County Council,

1. Does the Council manage its own incoming mail or is this service outsourced? **Incoming mail in managed internally**
2. If outsourced who is the current provider, when did the contract start and what is the contract term? **N/A**
a. Was this contract awarded via any Frameworks e.g. CCS RM1063? **N/A**
b. What is the cost of the incoming mail service within the Council? **£80k per annum**
3. Is any of the incoming mail scanned or is it physically transported across the Council? **Some mail is scanned, but there are plans to increase this; with only minimal being transported.**
a. What is the volume of incoming mail per day/week/month received by the Council? **30k per month/7.5k per week/1.5k per working week**
b. Is the scanning linked to any Document Management systems? **Scanned mail pieces are released into SharePoint**
c. If so can you confirm which ones are used within the Council? **SharePoint**
4. If the service is provided in house how many staff are involved in:
a. Sorting the incoming mail - **No dedicated full time equivalents (ftes) but work is equivalent to 2 hours per day**
b. Distributing incoming mail - **Two ftes**
9. How is your returned mail processed? **Sorted and then returned to the original sender/department**
10. What is your average number of daily returned mail items? **20 per day**

11. Does the Council currently scan documents at department level? **Yes**

12. Please outline which departments and average daily volumes. **All teams have local scanning capabilities; 2.5million per annum is scanned.**

b. Is there a standard within the Council? **No**

11. Are there any special stationary types used? **No**

12. Do you use pre-printed inserts? **No**

13. Does the council scan records? **Yes**

14. If yes could you please supply daily volumes of record scanning? **2.5 million per annum**

15. Can you please provide the contact details of the Councils IT Director? **Ivor Nicholson – Service Director (ICT) – ivor.nicholson@nottscc.gov.uk – 01159 773300**

a. If the IT Director is not responsible for Digital Transformation, please supply contact details of the person(s) who are. **Martin Done –Service Director (Commercial Development) - martin.done@nottscc.gov.uk**

16. Can you please provide the contact details of the Council's Business Transformation Officer? **Caroline Agnew – Programme Manager – caroline.agnew@nottscc.gov.uk**

17. Could you please supply org chart?

http://www.nottinghamshire.gov.uk/media/121253/resouces-6-no-tel.pdf

Yours faithfully,