Dear

Freedom of Information Response (Our Ref: K/21/097)

Thank you for your Freedom of Information (FOI) request dated 16 February 2021 reference K/21/097.

Your request read:

“I would like to find out some information from the university regarding the mailroom function.

1. Is the mailroom function outsourced or in-house?
2. If the mailroom is outsourced, please confirm supplier, contract start date, end date and annual spend.
3. If the mailroom function is in-house, how many staff work in the mailroom?
4. Do you currently use digital mail and what percentage of mail does this represent?
5. Do you use any systems and / or suppliers for SMS and electronic communications?
6. How many outbound texts, emails, letters are sent each year, over the last 2 years?
7. How many incoming mail items are received per year, over the last 2 years?
8. What percentage (approx.) of incoming mail is for students and how is the mail delivery managed? For example, do you use lockers to deliver the mail?”

The University of Leeds holds this information. For your convenience, we have responded to each of your questions in turn below. Please note that all of our answers are specific to the mail room.

1. Is the mailroom function outsourced or in-house?

In House

2. If the mailroom is outsourced, please confirm supplier, contract start date, end date and annual spend.

Not applicable

3. If the mailroom function is in-house, how many staff work in the mailroom?

Two
4. Do you currently use digital mail and what percentage of mail does this represent?

Yes; less than 10%

5. Do you use any systems and / or suppliers for SMS and electronic communications?

Yes

6. How many outbound texts, emails, letters are sent each year, over the last 2 years?

SMS – None
Email – None
Letters – approximately 220,000

7. How many incoming mail items are received per year, over the last 2 years?

Approximately 1.5 million

8. What percentage (approx.) of incoming mail is for students and how is the mail delivery managed? For example, do you use lockers to deliver the mail?

We do not record the percentage of incoming mail which is for students. Anecdotally, we can advise that it represents only a small portion. Where student mail/parcels are received by the mail room, they delivered by Accommodation drivers to each site office.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).
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. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds