

Scrutiny Committee- Tuesday 26th Feb 2013

Operation of the Post Room (Kevin Williams)

Overview

The operation of the post room is broadly 3 operations.

1. Receiving, sorting and delivering incoming mail (300,000 items).
2. Receiving, sorting and delivering internal mail (no figures available).
3. Collecting, sorting, franking and dispatching external mail (1,100,000 items).

Volumes

Incoming Mail	Volumes
Central post room	300,000

Outgoing mail	Volumes
Civic Centre	1,200,000
Outlying offices	130,000

People

The post room has one part time manager and 5 FTE posts

The courier service also sits within the post room structure and has 6 FTE posts

Technology

The post room has 2 Pitney Bowes Franking Machines. These machines are for the preparation for outgoing mail. They count, apply postage marks and seal envelopes.

The franking marks are a license based substitute for stamps suitable for large volumes of outgoing mail, flexible enough to accommodate high volume 'business mail' discounts.

Costs

Total cost	People	Postage	Technology
£478,211	£130,211	£340,000	£8,000

Discounts

We get discounts for mail classified as Business Mail; typically typed addresses and volume discounts. 85% of our mail currently is discounted.

A number of initiatives are ongoing to increase this to 100%

Future plans for the service

Centralising SERCO mail

We are preparing for the incoming SERCO staff and associated mail. This will increase our volumes and therefore improve our volume discounts.

Centralising CYPS mail

We are looking to bring CYPS into the Central Mail fold. They currently have 6 franking machines. Centralising this will bring further savings with less franking machine leases and higher volumes from the central mail room attracting higher discounts.