

**Information Released under Freedom of Information Act**

**Subject:** Post room staffing levels and a request for a copy of CH incoming post procedures

**Date Released:** 20 May 2009

**Summary of request:** The enquirer requested confirmation that there was sufficient staff available to process the mail on 31 January 2009 and requested a copy of the Companies House incoming postal procedures.

**Information released:**

You have already been informed that 1,786 kilos of mail was delivered to Companies House on Saturday, 31 January 2009. Having made an enquiry with a manager within our Post Room, I can confirm that 19 members of staff worked overtime on this date to deal with the heavy post load.

As requested enclosed is a copy of the Companies House procedure for dealing with incoming mail received in the office from various sources.

## RECORD OF AMENDMENTS

DATE	VERSION	COMMENTS
07/01/04	1	Original draft
18/09/06	2	Changes to 2.3, 2.4, 2.5, 2.6 & 2.8 following review. Removal of 2.7 and addition of new section 2.9 with subsequent re-numbering of sections following review.

### 1. INTRODUCTION

This document describes the current methods of delivery and source of incoming mail to the Postal Services department in Companies House.

**If any of the following details are unclear, please refer to your Team Leader or the Examination Policy team.**

### 2. PROCEDURE

Mail is received from various sources.

#### 2.1 London Post

IDS deliver "Red" sacks, which are collected from loading bay 2 at 6.00am labelled "New Companies" or "General". Mail may be received in other forms, such as:

- Internal
- Loose internal (large packages)
- Blue pouches for New Companies
- Blue pouches for Microfiche Library
- Hard files for repository
- Pensions

The mail is weighed and the details are recorded in the daily stats ready for distribution to the general post openers.

#### 2.2 Jordan's Mail from Bristol

This mail is delivered to reception by Hays DX and is collected at 6.00am. The "Blue" boxes are weighed, the details recorded in the daily stats, bar coded with receipt date and then processed in the general sort.

#### 2.3 Cardiff Counter/Public Search

Out of office hours mail is collected from Reception by a team leader the following day at 6.00am after being date-stamped. It is then weighed. The details are recorded in the daily stats, passed to distributor for processing and logged onto the database.

**2.4 DX Mail**

This mail is delivered to loading bay 2 at approximately **6.30am**. The sacks are then weighed. The details are recorded in the daily stats and then processed in the general sort. This also includes the Edinburgh package.

**2.5 Courier Delivery**

The mail received is delivered to loading bay 2 throughout the day. The mail contained in the pouches/boxes is weighed. The details are recorded in the daily stats and then processed in the general sort.

**2.6 Main Royal Mail (7.00 am) Delivery**

This mail is delivered to loading bay 2 in boxes stacked on "Yorkies" at **7.00am**. The mail is then weighed. The details are recorded in the daily stats and then processed in the general sort.

**2.7 2<sup>nd</sup> Delivery**

This mail is delivered to loading bay 2 at **11.00am**. The mail is then weighed. The details are recorded in the daily stats and then processed in the general sort (this may also include an element of R/R and tenant's mail).

**2.8 Registered and Recorded**

Sealed bags are delivered to loading bay 2 at **8.00am**. The mail is then weighed. The details are recorded in the daily stats and then processed in the general sort.

**2.9 Public Search**

Documents that have been delivered over the counter in Public Search are forwarded to the Post Room each day to complete the batching up process.

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