

REQUEST

1. Does the force manage its own incoming mail/records or is this service outsourced?

This information is available on the following website

<http://foi.west-midlands.police.uk/print-post-rooms-1307416/>

2. If outsourced who is the current provider, when did the contract start and what is the contract term?

a. Was this contract awarded via any Frameworks e.g. CCS RM1063?

b. What is the cost of the incoming mail service within the force?

N/A

3. Is any of the incoming mail/records scanned or is it physically transported across the force?

Both

a. What is the volume of incoming mail/records per day/week/month received by the force?

There is no recorded information held

b. Is the scanning linked to any Document Management systems?

No

c. If so can you confirm which ones are used within the force?

N/A

4. If the service is provided in house how many staff are involved in:

a. Sorting the incoming mail

2

b. Distributing incoming mail

14 drivers collect from the post room and deliver to locations around the force

5. Does the force currently scan documents at department level?

Yes

6. Please outline which departments and average daily volumes b. Is there a standard within the force?

There is no recorded information held

7. Are there any special stationery types used?

A variety of stationery types are used across the force, depending on the size and type of item being sent. All stationery is general order and there are no specific requirements as to what should be used.

8. Do you use pre-printed inserts

Individuals and departments have the option to use compliment slips. These are available to order from Design and Print

9. Does the force mandate the scanning of records?

No

10. If yes could you please supply daily volumes of record scanning?

N/A

11. Can you please provide the contact details of the force's IT Director?

Helen Davis-Clough, Assistant Director – IT & Digital:

Email: Contactus@west-midlands.police.uk

Telephone 101

a. If the IT Director is not responsible for Digital Transformation & Strategy, please supply contact details of the person(s) who are.

As above

12. Can you please provide the contact details of the force's Business Transformation Officer?

Alexandra Shariff - Head of Change Portfolio and Relationships

Email: Contactus@west-midlands.police.uk

Telephone 101

13. Could you please supply org chart for records management / information security?

See Previous

14. Where are physical records / documents stored?

Internally and externally through TNT

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=8684>

15. Are there any agreements or projects in place to digitise paper records

Corporately and operationally there is scanning taking place daily as business as usual by individuals, for example HR data and investigation documents are scanned daily by officers and staff.

Currently there are no agreements in place for digitising all paper records, although based on requirements, departments may look for solutions in relation to certain projects. This would be dealt with and handled on a case by case basis, subject to business approval and securing the necessary funding.

a. If so, is this being done in-house or by a supplier?

Both

b. If by a supplier, please provide details of who and when the contract started

We already utilise and link to an existing Pan Government MOD contract with TNT for storage and services, this contract is active and ends 2028. It includes storage and scanning, although our main use is storage.

c. How much does the force spend annually on physical storage of records?

The annual budget for the physical storage of records across the force is £100.6k

d. How much does the force spend annually on scanning physical records (include labour/resource)

There is no recorded information held

16. Does the force have the facilities to scan paper records on-site?

Yes

a. If so, what hardware is in place to facilitate this

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17. Who sponsors the drive for digital documents within the force? Please provide contact details

The Information Management department

Assistant Director – Information Management: Kate Jeffries

Email: Contactus@west-midlands.police.uk

Telephone 101