



Postal Regulations Policy

Abstract

This policy and procedure outlines responsibilities necessary to ensure accountability and appropriate procedures are present to provide a robust postal system and it must be followed to meet our objectives.

Supporting Documents

[Data Protection Act 2018](#)

[UK General Data Protection Regulation | ICO](#)

Policy

1. Introduction

1.1 Surrey Police will provide an efficient and cost-effective postal service for officers and staff

2. Policy Statement

2.1 The Surrey Police postal function is a vital service for the Force in achieving our aims to distribute mail timely, deliver value for money for external mail and to prevent lost/missing post between departments.

Procedure

1. Introduction

1.1 This procedure outlines responsibilities necessary to ensure accountability and appropriate procedures are present to provide a robust postal system and it must be followed to meet our objectives.

2. Post Into Force

2.1 All post that is received by Surrey Police must be processed by the Surrey E&F Service Desk for security purposes. All post is subject to assessment and X-Ray prior to distribution. Ensure that when requesting items to be sent by Royal Mail that the return address of PO Box 101 address is provided, and the sender is asked to clearly mark who the item is for and the correct department. Any post that is received at the Front Counters directly will be sent to the E & F Service Desk ASAP so the correct procedure can be followed.

FAO: Name, Department and Location

3. Financial Implications

3.1 Any post that is recognised as containing personal/sensitive data and is lost or mislaid between departments or to external recipients must be reported to the Data Protection Officer who may report the loss to the Information Commissioner Office depending on certain factors and in line with the Data Protection Breach Policy Surrey and Sussex

4. External Post

2nd Class Delivery

Second class delivery will take 2-3 working days. All external post will be sent second class unless marked otherwise.

1st Class Delivery

First Class Delivery will take 1-2 working days, 93% are delivered the next working day. This service is only offered upon request - external mail must only be sent First Class when absolutely necessary.

5. Recorded and Special Delivery

5.1 Collections from Front Counters/ HQ Post Room

All Signed For recorded mail, and Special Delivery post will be received in the Post Room where it will be recorded with the Tracking Reference Number and the details of the department or person it is addressed to. The Service Desk will enter those details into a book, which will be sent along with the item in a dispatch bag to the relevant Front Counter (Guildford, Reigate, Staines) for them to sign upon receipt. The Front Counter Staff will then make arrangements to contact the addressee to let them know that there is an item of post awaiting their collection.

5.2 Sending Recorded and Special Delivery

Signed For Recorded mail can be sent 1st or 2nd class. unless specifically requested it will be sent 2nd Class Special Delivery mail, is guaranteed delivery by 1pm next day. The sender will mark clearly which service they require the item to be sent by with a securely attached note detailing the following the steps below or by writing in the top left-hand corner of the envelope or package, RD, recorded, SD, Special, 1st or 2nd.

- Reason for using the requested service;
- Content of Package /letter i.e. 'official sensitive documents for court';
- The department that is sending the item;
- In the case of Recorded, the class preferred.
- If the sender requires the unique Tracking Reference Number of the Signed For and/or Special Delivery Post, they must also include their details on the note and the Service Desk will notify them by email.

Ensure Recorded and Special Delivery items are **clearly marked** and separated as much as possible (i.e. not amongst ordinary post items).

Anything with a value over 5k is usually cheaper to send by Courier and can have a timed delivery for a further charge.

5.3 Recorded 1st Class

93% of first class recorded delivery items arrive the next working day, however this is not guaranteed. 1st class recorded is still subject to the same time frame as standard 1st class delivery, (1-2 days).

5.4 Recorded 2nd Class

Second class recorded delivery will take between 2-3 days to arrive at its destination. If the item is not clearly marked as 1st class recorded it will be sent out second class.

5.5 Special Delivery

This service ensures that the item of post will arrive before 1pm the following day, including Saturdays. It also provides insurance for the item being sent.

5.6 Courier Service

To arrange a courier, you must complete a Courier Request form and the Service Desk will send full instructions on how to proceed, full details of Courier Request will then need to be email to the Service Desk in order to match the invoices. Estates and Facilities Service Desk (Surrey).

6. Airmail – ALL Airmail items **MUST** be clearly marked to ensure it is not overlooked, and the correct charges are paid. We no longer send letter or **parcels** to the **EU** due to the paperwork required by the authorities; this will need to be taken directly to a post office.

7. Personal Post (received from external)

Personal post **must not be sent to the PO Box 101** address. Please note, the Service Desk **will not** process any personal post to send externally, **unless** it has already been prefixed with the correct postage.

8. Internal Post

Post sent internally must be marked clearly quoting the Full name and FIN of addressee, Department (no abbreviations) and Location of Department (no abbreviations) to prevent postal delays.

The HQ post room has arranged all pigeonholes alphabetically. All post must be placed in the correct pigeonholes or placed in the basket marked 'Internal Post'. For Divisional sites please use the pigeonhole/tray provided.

9. Business Reply Envelopes

Business reply envelopes must be ordered by individual teams via iProcurement.