



Date
3rd June 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00231

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 3 April, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown in bold below. Please note, we have only included the parts of your email that were considered under the FOIA. Further to our email of 6th May 2025 we are now able to respond in full having considered the public interest test in relation to the exemption at section 43 of the Act.

We can confirm that Post Office does hold some of the information you have requested. We have responded to each of your questions in the body of your request below.

"You mentioned that a request was made in April 2024 to pursue a replacement location, advertised on the "Run a Post Office" website from 7/5/2024, with two registered interests.

Under the FOI Act, I kindly request:

- **The identity of the requester who initiated the April 2024 request.**

We confirm that Post Office does hold the information that you have requested, but we have decided that the information should be withheld under sections 40(2) and

40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("GDPR").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the individual(s) who initiated the request would not reasonably expect their identity to be disclosed in relation to this request for information.

- **A full breakdown of the decision-making process followed to reopen this branch after over three years.**

We can confirm that Post Office does hold some information in scope of this question. The decision-making process to reopen the branch was carried out by multiple teams across Post Office. This included implementing the following steps:

1. Post Office made a decision to reopen Craven Park Road in 2021 after the last branch closed.
2. The process to reopen the branch followed the 'Principles of Community Engagement'. You can find more details on this process at the following link: https://www.postofficeviews.co.uk/national-consultation-team/principles-of-community-engagement/user_uploads/principles-of-community-engagement_june-2018-2.pdf
3. The successful applicant was onboarded at premises.

- **The justification for the urgency of delivery within the same calendar year.**

We do not hold this as recorded information. However, under the section 16 FOIA duty to assist and advise, the urgency of delivery within the same year was due to the time-limited funding available to reopen the branch.

- **Clear evidence of when and how long the opportunity was advertised, and exact dates when the advertisement was live and taken down.**

The opportunity was advertised on the 'Run a Post Office' website from 7 May 2024 until 21 May 2024, with two registered interests received.

- **Locations or business details of both parties who expressed interest, to ensure fair and competitive selection.**

We confirm that Post Office does hold the information that you have requested, but we have decided that the information should be withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the UK General Data Protection Regulation ("**GDPR**").

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure of full locations and business details would not constitute 'fair' processing of the personal data because the applicants who expressed interest would not reasonably expect their locations and business details to be disclosed in relation to this request for information.

The public consultation summary (attached: Craven Park NW10 4AG – Outcome Poster.pdf) states that only 9 responses were received. This is a very low number considering the area and nature of the service.

As such, I request under the FOI Act:

- **A detailed summary of the 9 public responses received (with anonymised data if necessary).**

Please find attached the following documents: "Craven Park NW10 4AG – 197005 – Summary Report – Wk2.pdf" and "Craven Park NW10 4AG – 197005 – Comments only.xlsx".

- **A full breakdown of how the public consultation was conducted:
Was it online or in-person?**

Both online and in-person.

Were any public meetings held?

This is not a request for recorded information. However you may find it helpful to know that no public meetings were held.

How were local residents informed and encouraged to participate?

Local residents were informed by poster and encouraged to respond online.

• Why nearby postmasters, including myself, were not consulted, despite the significant business impact.

We do not hold this information. You may find it helpful to know that Post Office has a requirement from both Government and Citizens Advice to reopen branches where there has been significant demand in the past. This is a narrative that underpins strategic direction of which branches to reopen in any given time.

Funding has not been available for reopening and when an interested retailer comes up with the funding necessary to reopen a high demand branch, Post Office always explore this option to meet its customer/stakeholders needs. The justification of the urgency is purely down to the retailer that is funding the reopening. This is both a commercial and time critical decision. Post Office is keen not to impact other branches business levels.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113

www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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