



[REDACTED]  
[REDACTED]  
[REDACTED]

Date  
24 November 2025

Post Office  
100 Wood Street  
London EC2V 7ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00786

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 28 October 2025, 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 verbatim in bold below:

**"Staff at Machynlleth Post Office report that there are plans to downsize it from a main branch (with dedicated staff at separate counters) to a local branch (with reduced services provided by retail staff at retail counters), in January 2026.**

- 1. Please confirm exactly which changes (if any) are planned to the Post Office in Machynlleth. Please specify any reduced opening hours, and any services which will no longer be available after the changes.**
- 2. Was the decision to downsize made by Post Office Ltd, or by another party (if so, who)?**
- 3. On what grounds was the decision made? Please provide full copies/reports of any consultations, meetings, financial assessments, or other considerations that took place before the decision.**
- 4. When was the decision made?"**

We can confirm that Post Office does hold the information you have requested. We will provide answers to each of your questions (in bold) below.

**1. Please confirm exactly which changes (if any) are planned to the Post Office in Machynlleth. Please specify any reduced opening hours, and any services which will no longer be available after the changes.**

The Post Office service at Machynlleth will remain open and will transition from a 'Mains' branch to a 'Local' branch set-up, operated by A.F. Blakemore & Son Ltd ("Blakemore").

All core banking and everyday Post Office services (including, but not limited to, cash deposits, withdrawals, bill payments, and cash orders) will continue to be available at this branch. Furthermore, branch opening hours will be significantly extended on Monday to Sunday from 8am to 8pm, thus allowing improved access to our customers.

Some services may no longer be available after the changes are made, such as:

- Paper based and manual transactions.
- Payment by cheque.
- Passport 'Check & Send'.
- On demand travel and insurance.

In line with our Principles of Community Engagement, we will shortly be notifying the local representatives of these changes and posters will be displayed in branch to inform our customers. Once further updates are available, you can find them by visiting the following link:

<https://www.postofficeviews.co.uk/>

**2. Was the decision to downsize made by Post Office Ltd, or by another party (if so, who)?**

The decision to change this branch to a 'Local' set-up was made jointly between Post Office and Blakemore.

**3. On what grounds was the decision made? Please provide full copies/reports of any consultations, meetings, financial assessments, or other considerations that took place before the decision.**

These important changes allow Post Office to maintain community access to key services within a more flexible branch model and allows Blakemore to make better use of retail spaces and resources, thus providing more choice to customers.

Whilst we do hold recorded information relating to the decision to make the changes outlined above, we are withholding this as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in the disclosure of reports and communications relating to changes to the Post Office branch network, as this helps promote transparency in Post Office business and reassurance about the way public money is being spent. Disclosing information specifically about changes made to Machynlleth branch may also provide further transparency to the public about the way decisions are made at Post Office.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office and Blakemore. Disclosing sensitive information such as branch remuneration would prejudice Post Office's commercial interests, as it would allow our competitors and other retailers to benchmark Post Offices commercial arrangements and use this in negotiations, potentially weakening Post Office's profitability.

Further to this, revealing information about workload modelling outputs would reveal Post Office's internal modelling method and branch capacity assumptions, which would allow competitors to build a picture of our network and weaken Post Office's position in a competitive marketplace.

Disclosure of information sensitive to both Post Office and Blakemore would also be likely to harm this productive relationship, and potentially other relationships between Post Office and its partners. If discussions about branches operated by third-party organisations were made public through FOIA requests, bearing in mind a disclosure under the FOIA is into the public domain, this may lead to less openness and trust by third-party organisations (who are not subject to the FOIA) towards Post Office.

It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the information. We therefore consider that the public interest is in maintaining the exemption at section 43(2) and, thus, withholding the information.

#### **4. When was the decision made?**

The final decision to make these changes was made on 15 August 2025.

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](mailto: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

0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**