

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00409	FOI - Validity of QE2 stamps	<p>I don't know if I should be asking you or Royal Mail, but what is the expiry date for Queen Elizabeth II stamps (if any) and how should they be exchanged? While I did exchange most of my non-barcoded stamps, I do still have a few odd ones (mostly low-value changemaker stamps).</p> <p>While I don't have any stamps with odd halfpence, what is the procedure for either using or exchanging such stamps and can odd halfpennies still be added together?</p>	24/06/2025	Information not held
FOI2025/00402	FOI - RM Sharing Personal Data	<p>Under the Freedom of Information Act 2000, I request the following information:</p> <p>A complete list of all companies, agencies, partners, and service providers with whom Royal Mail shares personal data, including but not limited to:</p> <p>Name, address, change of address, forwarding mail, and email data.</p> <p>Companies termed as "special interest."</p> <p>Service providers such as marketing agencies, survey sites, website hosts, printers, postmasters, and retail agency partners.</p> <p>Subsidiary companies providing services.</p> <p>Regulatory bodies, courts, law enforcement agencies.</p> <p>Partner companies supplying products or services, or handling queries/complaints.</p> <p>Please kindly inform me of any instances where data is subject to any and all such processes.</p> <p>In the event that you determine some of the information I have requested to be exempt from disclosure, please redact exempt information with black boxes, instead of snipping or excerpting, and please state which category of exemption you believe applies to the information.</p> <p>Please can the individual replying to this request please provide their name for further reference.</p>	13/06/2025	Information not held

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00389	FOI - Food Related Incidents 2024	<p>Please could you provide information on details of food related incidents that have been reported within/towards/attributed to catering assets/outlets within your corporate office portfolio, for the period 2024 as a result of:</p> <ul style="list-style-type: none"> <li>- breaches in operating procedures</li> <li>- allergen/intolerance errors</li> <li>- cross contamination</li> <li>- under cooked/raw</li> <li>- foreign objects</li> <li>- poor supply chain</li> </ul> <p>Please also provide details and corrective actions around any incident.</p>	25/06/2025	Information not held
FOI2025/00388	FOI - Chiswick Post Office Potential Closure	<p>Would you be able to tell me what the basis is for the closure or suspension of operation of post office type services at the Chiswick Post Office located at Heathfield Terrace in West London - the Chiswick Post Office. In particular I would ask:-</p> <ol style="list-style-type: none"> <li>1. whether the Chiswick Post Office has been closed or suspended from operation,</li> <li>2. if the Chiswick Post Office has been closed then what are the reasons for that closure,</li> <li>3. if the Chiswick Post Office has been suspended from operation then what are the reasons for that suspension and</li> <li>4. If the answer to the foregoing request is in the sense that the Chiswick Post Office is suspended from operation then when is it expected that the Chiswick Post Office will reopen for service?</li> </ol>	27/06/2025	Refused in part - S. 40

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00377	FOI - POL Commercial Vehicle Fleet	<p>Under the Freedom of Information Act 2000, I am writing to request a vehicle fleet list operated by the Post Office, whether owned or leased. I would appreciate it if you could provide the following details for each vehicle:</p> <ul style="list-style-type: none"> <li>- Chassis Make and Model</li> <li>- Registration Mark of each motor vehicle (VRM)</li> <li>- Type of Body fitted</li> <li>- Date of acquisition</li> <li>- Date of disposal (if applicable) for vehicles decommissioned between 2020 and 2025</li> </ul>	25/06/2025	Granted in full
FOI2025/00365	FOI - Post Office media buying	<p>I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.</p> <p>Media Planning and Buying services:</p> <p><a href="https://www.find-tender.service.gov.uk/Notice/021495-2025">https://www.find-tender.service.gov.uk/Notice/021495-2025</a></p> <p>The details we require are:</p> <p>What are the contractual performance KPI's for this contract?</p> <p>Suppliers who applied for inclusion on each framework/contract and were successful &amp; not successful at the PQQ &amp; ITT stages</p> <p>Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date</p> <p>Start date &amp; duration of framework/contract?</p> <p>Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?</p> <p>Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?</p> <p>Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?</p> <p>Who is the senior officer (outside of procurement) responsible for this contract?</p>	20/06/2025	Refused in part - S. 40

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00364	FOI - Commission for Pre-Paid Parcels	I was wondering how much commission my post office would get for processing prepaid parcels (processing/scanned parcels or large letters into the postal system - possibly tracked 24 or tracked 48) This does not have to be accurate, just an estimate or an average is fine.	10/06/2025	Refused in full - S. 43
FOI2025/00362	FOI - Historic Shortfall Scheme £75K	My understanding is all money for payments under this scheme come from Government.To that end can you please say what the evidentiality test is for a claim to be successful from a) A current serving SPM b)A former serving SPM?.Secondly of claims paid out what % are to those who are type a and those who are type b?What % of each class have been rejected?	23/06/2025	Granted in full
FOI2025/00356	FOI - NBIT Cancellation and Staff	Can you supply an absolute date that Post Office holds and possibly shared with DBT for when NBIT was cancelled or did the project morph into FTP with no POL recognised end date?To that end can you say how many POL staff who worked on NBIT 1)Now work on FTP 2)Now work on other POL roles 3)Have left the Business?This can be described as a % if you dont have absolute headcount numbersAre any of the NBIT Leadership team enjoying the same roles in IT,Finance,Procurement etc for FTP?	09/06/2025	Granted in full

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00349	FOI - HSS Claimants Cessation Statistics	<p>Please could you provide the following information under FOI laws:</p> <p>1) The Historical Shortfall Scheme (HSS)</p> <p>i) The number of HSS Scheme applicants who died after submitting their application to the Scheme.</p> <p>ii) The number of HSS applications advanced by a postmaster or postmistress's (SPM's) estate/executors or family members.</p> <p>iii) The number of HSS applicants who died before "full and final" payment was made. Please include applications initiated by the SPM's estate.</p> <p>2) The Historical Shortfall Scheme (HSS) - eligible late claim</p> <p>i) The number of HSS eligible late claim applicants who died after submitting their application to the Scheme.</p> <p>ii) The number of HSS late claim applications advanced by a postmaster or postmistress's (SPM's) estate/executors or family members.</p> <p>iii) The number of HSS late claim applicants who died before "full and final" payment was made. Please include applications initiated by the SPM's estate.</p> <p>3) The Overturned Convictions (OC) Scheme</p> <p>i) The number of OC Scheme applicants who died after submitting their application to the Scheme.</p> <p>ii) The number of OC applications advanced by a postmaster or postmistress's (SPM's) estate/executors or family members.</p> <p>iii) The number of OC applicants who died before "full and final" payment was made. Please include</p>	13/06/2025	Granted in full

Case Reference	Case Title	Wording of Request	Response Date	Outcome
		<p>applications initiated by the SPM's estate.</p> <p>I include the OC Scheme here as it is my understanding that the Government is taking over the administration of this scheme - but not until June [Source: Gov website&lt;<a href="https://www.gov.uk/government/news/government-to-take-over-redress-for-convicted-postmasters-from-post-office#:~:text=After%20a%20three-month%20transitional,convictions%20overturned%20by%20the%20Courts.&gt;">https://www.gov.uk/government/news/government-to-take-over-redress-for-convicted-postmasters-from-post-office#:~:text=After%20a%20three-month%20transitional,convictions%20overturned%20by%20the%20Courts.&gt;</a>], and therefore the Post Office will hold the relevant records. If this is not correct and DBT holds the records, then please ignore this section of the request and let me know that is the case.</p> <p>In all of the above, please include claims made under the scheme up to and including today's date, May 15, 2025.</p>		
FOI2025/00325	FOI - Email from Tom Cooper to UKGI/BEIS on 21 June 2020	<p>I am requesting that the Post Office remove a redaction applied to document which has been released by UKGI under FOI 1220141 (link below).</p> <p>An email of Tom Cooper of 21 June 2020 (Annex B) reads:</p> <p>'Although not a definitive account - and it may well be we will never get one because many of the Board meetings consisted of verbal briefings - the report supports the idea [REDACTION] There is a list in the report. This behaviour seems to have pre-dated Tim Parker's appointment as Chairman.'</p> <p>According to UKGI's response, received today, the Post Office is upholding this redaction on the grounds of its Legal Professional Privilege despite the fact that the body of the document is not protected by LPP and the underlying material which I am requesting to see makes reference to 'an idea' which cannot in itself be protected by LPP.</p> <p>I am not asking for disclosure of the report to which this email refers (which may well be protected by LPP), I am seeking disclosure of this particular sentence.</p>	05/06/2025	Refused in full - S. 42

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00315	FOI - Mount Pleasant Service Complaints	<p>Please could you provide information about all customer complaints made in relation to service at the Mount Pleasant Post Office on Rosebery Avenue, London and the Aldwych Post Office at 95 Aldwych, London. I am after:</p> <p>The nature and details of the complaint (incl. original correspondence if stored)  The steps taken to rectify the complaint (incl. any internal correspondence about the complaint)</p> <p>To avoid the cost exemption, please narrow my request to complaints received in the last three months (ie. since 1st March 2025).</p>	02/06/2025	Refused in part - S. 40
FOI2025/00312	FOI - Number of In-house lawyers employed between 2000-Present Day	<p>From 2000 to the present day, please give the number of full-time, qualified lawyers (ie solicitors, barristers or legal executives) employed by the Post Office in-house at the end of each calendar year. Please also break this down in terms of those employed in the criminal and civil teams.</p>	02/06/2025	Granted in full
FOI2025/00281	FOI - Post Office Franchising	<p>The Post Office has recently decided to franchise 108 directly owned Post Offices by autumn this year.</p> <p>Could you please provide me with the following information:</p> <ol style="list-style-type: none"> <li>1. What will the process of deciding on the new franchisee for each Post Office be?</li> <li>2. Will local communities be directly involved in the decision, and if yes, what will be the nature of that involvement?</li> <li>3. Have there been any offers from potential franchisees for any and/or all 108 Post offices?</li> <li>4. How many offers has there been for each?</li> <li>5. If any of the offerees are companies, can you supply their names?</li> </ol>	04/06/2025	Refused in part - S. 43

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00231	FOI - Church Road Post Office	<p>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.</p> <p>Under the FOI Act, I kindly request:</p> <ul style="list-style-type: none"><li>• The identity of the requester who initiated the April 2024 request.</li><li>• A full breakdown of the decision-making process followed to reopen this branch after over three years.</li><li>• The justification for the urgency of delivery within the same calendar year.</li><li>• Clear evidence of when and how long the opportunity was advertised, and exact dates when the advertisement was live and taken down.</li><li>• Locations or business details of both parties who expressed interest, to ensure fair and competitive selection.</li></ul> <p>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.</p> <p>As such, I request under the FOI Act:</p> <ul style="list-style-type: none"><li>• A detailed summary of the 9 public responses received (with anonymised data if necessary).</li><li>• A full breakdown of how the public consultation was conducted: Was it online or in-person? Were any public meetings held? How were local residents informed and encouraged to participate?</li><li>• Why nearby postmasters, including myself, were not consulted, despite the significant business impact.</li></ul> <p>To resolve this issue, I request:</p> <ol style="list-style-type: none"><li>1. A full FOI disclosure on the reopening process, consultations, advertisement logs, and decision rationale.</li><li>2. A full FOI disclosure of the policy document in relation to local post office because it brough in my attention that In November 2024 Post Office brought policy that Post Office should not award other than Click &amp; Collect Service to the local post office.</li><li>3. Reconsideration of the service allocation and overlap, or a formal business impact assessment.</li><li>4. A review of potential remuneration or commercial support, as the local competitive landscape has significantly changed to my detriment.</li></ol>	03/06/2025	Refused in part - S. 40, S. 43



Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00179	FOI - Materials Provided to Postal Staff Regarding Suspicious packages	<p>I am submitting this request under the Freedom of Information Act 2000 for data on the interception of postal packages suspected of containing controlled substances.</p> <p>If possible, I would like any guidelines or training materials provided to postal staff regarding the identification and reporting of suspicious packages.</p> <p>A breakdown of how cases involving suspicious packages are handled, including:</p> <ul style="list-style-type: none"><li>• The criteria or indicators used to determine whether a package is suspected of containing drugs.</li><li>• Any internal procedures followed when a package is flagged as suspicious.</li><li>• Any agreements or memorandums of understanding (MoUs) between the Post Office, Royal Mail, and UK law enforcement regarding handling such packages.</li></ul>	09/06/2025	Granted in full