



[REDACTED]

Date  
12 December 2024

[REDACTED]

Post Office  
100 Wood Street,  
London, EC2V 7ER

**Classification:**  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2024/01555

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 30 November, 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:

**I'm would like to request information regarding the usage figures of the postal redirection schemes. Specifically I would like to know how many users of the service there were during the periods of 1990 and every 5 years since if these figures are at all available.**

**This is out of pure curiosity with the rise of the internet and ability to update address details and phone numbers etc quicker than the old ways.**

**If you have any questions please feel free to ask.**

We can confirm that Post Office does not hold the information you have requested (i.e., “the usage figures” for the postal redirection scheme).



However, this information may be held by Royal Mail Group (“**Royal Mail**”), who provide the service. Post Office separated from Royal Mail on 1 April 2012 and, therefore, does not have access to information held by Royal Mail, including the requested information.

Whilst Royal Mail are not subject to the FOIA, since they provide the service, you may wish to contact them to see if they hold any of the requested information. You could try Customer Services on 0345 774 0740 or online at: <https://personal.help.royalmail.com/app/webforms/contact/c/310>.

Alternatively, you may wish to try The Postal Museum online at: <https://www.postalmuseum.org/>.

However, under our duty to advise and assist under section 16 of the FOIA, we advise that whilst we do not hold “the usage figures” for the scheme, we do hold very limited sales data on it, based on some purchases of the service made via Post Office rather than directly from Royal Mail. Please let us know if you would like us to consider whether this information can be disclosed under the FOIA.

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

Telephone: 0303 123 1113

<https://ico.org.uk>

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/>

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