



[Redacted]

Date
19 June 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/00609

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 12 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 verbatim in bold below:

“I am writing to you under the Freedom of Information Act 2000 to request the following information:

- * How many disabled people are employed by the Post Office in Oxfordshire?**
- * What percentage of staff at the Post Office in Oxfordshire have received disability-related training?**
- * What percentage of disabled employees at the Post Office in Oxfordshire have remained employed for 6 months or more?**
- * What percentage of disabled employees at the Post Office in Oxfordshire have remained employed for 12 months or more?**
- * What percentage of disabled employees at the Post Office in Oxfordshire have remained employed for 18 months or more?**
- * What percentage of disabled employees at the Post Office in Oxfordshire have remained employed for 2 years or more?**
- * What percentage of disabled employees at the Post Office in Oxfordshire have remained employed for 5 years or more?**

Please provide this information in Excel spreadsheets or a table via email.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.”

We can confirm that Post Office does hold the information you have requested. Our understanding of your inquiry pertains to the employees employed at a directly managed branch in the Oxfordshire area. It is important to note that the data we can locate does not encompass staff members working at Post Office branches operated by independent postmasters or third parties, i.e. our retail partners. Post Office do not possess information regarding staff members in those branches.

What percentage of staff at the Post Office in Oxfordshire have received disability-related training?

We do not have any record of Post Office employees based in any of our directly managed branches within the Oxfordshire area that have completed disability related training. Please note, whilst disability related training is available for all Post Office employees via an online course, this is provided on an optional/non-mandatory basis.

In relation to your other questions, whilst we can confirm that Post Office does hold the information on disabled employees and the percentage in which they remained employed within a directly managed branch in the Oxfordshire area, we are withholding the information 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.

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 as there are fewer than 10 individuals there is a concern that this could lead to the identification of the individuals involved.

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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