

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2024/01394	FOI - Board Minutes/Board papers 28 July 2020	<p>Good afternoon,</p> <p>Please can you disclose the POL Board Minutes and Board papers (including the paper with the title 'GLO separation solution: Managing Issues Arising from GLO Related Matters &amp; Project Starling") from its meeting of 28 July 2020. Please include the list of attendees at the meeting.</p> <p>Please contact me on this email address with any questions or information about my request.</p>	29/08/2025	Refused in part - S. 40, S. 41, S. 42, S. 43
FOI2025/00396	FOI - Racism Reports Since 2019	Could you provide details of any reports of racism or discrimination via the Speak Up team, since 2019?	05/08/2025	Granted in full
FOI2025/00397	FOI - Speak Up Reports/Staff Surveys Since 2019	<p>Could you provide details of Speak Up reports regarding the culture within Post Office since 2019?</p> <p>Could you also provide details of any staff surveys regarding the culture within Post Office since 2019.</p>	05/08/2025	Granted in full
FOI2025/00443	FOI - Branch Losses	<p>In 2023, a NFSP Conference was held in Glasgow. At this event, Nick Read spoke to members. This is shown in this link &gt; <a href="https://www.youtube.com/watch?v=ddp8UDG-Uto">https://www.youtube.com/watch?v=ddp8UDG-Uto</a></p> <p>Nick Read told members that the Postmasters are posting losses on Horizon to the tune of £1m per month and that the Post Office were not pursuing Postmasters for these losses.</p> <p>I would like to know the following please:</p> <ol style="list-style-type: none"> <li>1. What were the figures per year from 2019 onwards?</li> <li>2. What is the current policy on pursuance of losses?</li> <li>3. How does Post Office write this off as this does not show up on Annual Accounts?</li> <li>4. How much of DBT funding is used to write off these losses?</li> <li>5. Has Post Office informed DBT and Kroll of these losses?</li> </ol>	11/08/2025	Granted in full
FOI2025/00450	FOI - Horizon Losses Written Off	Last year in August I made the following request FOI2024/01070.You didnt answer because you claim it was not a request for recorded information.Can you therefore please supply for the years April 2019 to April 2025 recorded details of how much money has been written off as "Horizon losses"?How much per year is in suspense accounts and thirdly how much has been recovered from SPMs?	22/08/2025	Granted in full

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FOI2025/00466	FOI - Cost of Transferring DMB Staff to Franchise Partners	<p>Whether Post Office Limited will indemnify its franchise partners for the additional pay and pensions costs of Post Office employees who will be TUPE transferred to Post Office franchise partners from the remaining Directly Managed Branches.</p> <p>How much Post Office Limited expects to pay its franchise partners in indemnification costs for the additional pay and pensions costs of Post Office employees who will TUPE transfer from the remaining Directly Managed Branches.</p> <p>How any such indemnification costs compare with the employment costs of keeping the remaining Directly Managed Branches open.</p>	08/08/2025	Refused in full - S. 43
FOI2025/00482	FOI - List of Discretionary CEO Bonuses Since 2019	As advised, please provide a list of discretionary "CEO" bonuses authorised and awarded by Nick Read and given to members of staff at POL since 2019.	04/08/2025	Granted in full
FOI2025/00488	FOI - Input to Postmaster Conference March 2025	Please can you provide all comments, questions, suggestions etc submitted via the internet to the Postmaster Conference March 2025.	11/08/2025	Refused in part - S. 40, S. 43
FOI2025/00493	FOI - Managing Under Performance at Manager Grade	<p>How many managers were awarded a PDR score of 1, broken down by year for each of the last 3 financial years?</p> <p>How many individual managers have had a PDR score of 1 more than once in the last 3 financial years?</p> <p>How many managers have had their contract end due purely to under performance, broken down by year for each of the last 3 years?</p> <p>For clarity, the request is relating to ANY employee that is manager grade (2b) or above, regardless of if they have any direct reports.</p>	08/08/2025	Refused in part - S. 40

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FOI2025/00494	FOI - Average salary and total staff within salary brackets by manager grade	<p>Please could you provide me with the information requested below.</p> <p>The average annual salary by each of the following grade managers 2b,2a,3b,3a,4 (not including directors).</p> <p>Then also by each of those management grades, could you supply the total number of people whose salary fits into each of the brackets below.</p> <p>Less than £50,000 Between £50,000 and £59,999.99 Between £60,000 and £69,999.99 Between £70,000 and £79,999.99 Between £80,000 and £89,999.99 Between £90,000 and £99,999.99 Over £100,000</p>	08/08/2025	Refused in part - S.40, S. 43
FOI2025/00496	FOI - Request for Re-Consideration of Clapham Post Office Closure	<p>I write in response to your recent decision regarding the Clapham Post Office currently located at 48 High Street, Clapham, Bedford MK416DN. I strongly believe your decision ignores the will of the large majority of people who currently use this facility, and I have the following thoughts about what Clapham residents most certainly feel about this.</p> <p>Your document indicates 750 responses (in some form) from customers, and local representatives. What was the actual number of people who responded, who were infavour of moving the existing facility? These responses are certainly public record; kindly make these documents available for review, or provide me with copies. Thank you.</p> <p>You received two petitions which most certainly opposing the move, one contained 1,413 signatures, the other containing 294 signatures. As above, these documents are public record; please make them available for review, or provide me with copies of these documents as well.</p>	01/08/2025	Refused in part - S. 40
FOI2025/00501	FOI - Complaints Made about Sub Post Office in Silverton	<p>Under the FOI Act I would like to know full details that you can legally provide about all complaints made about the sub post post office in Silverton, Devon during the last 2 years from the date of this request.</p>	12/08/2025	Granted in full

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FOI2025/00510	FOI - Post Office Consumer Complaints Policy	<p>I am submitting a Freedom of Information request for the following regarding consumer complaints:</p> <ul style="list-style-type: none"> <li>-Please provide a copy of the Post Offices complaints policy for consumer complaints.</li> <li>-Tell me whether this is published publicly, and if so where. If it is not, where was it published previously and when was it removed.</li> <li>-Does the Post Office have an appeals process for consumer complaints, if so what is it and how is it accessed. If it does not, when was it discontinued and why.</li> <li>-What are the signposting requirements for complaints handlers where a consumer is unhappy with the outcome of a complaint. If there are no such requirements, were there any previously and if so when were they discontinued.</li> <li>-If there was previously an appeals process, please provide a copy of the form used.</li> </ul>	12/08/2025	Granted in full
FOI2025/00513	FOI - Payments made to Post Office from the Department of Transport	<p>My request is in relation to payments made by the Department of Transport to Post Office Ltd for the issue of a motor vehicle licence (tax disc), i.e. the payment for a single licence issued.</p> <p>(i) The payment for a V10 and V11 application over a Post Office counter. (ii) The payment for a licence issued via the postal application service.</p> <p>Information is only required for the period October 1991 to August 2013.</p>	08/08/2025	Information not held
FOI2025/00514	FOI - When did Speenhamland Post Office permanently close?	<p>Speenhamland Post Office, 17 The Broadway, NEWBURY, Berkshire, RG14 1AS FAD Code: 202 939 I am trying to discover the date when this office was permanently closed? Thought to be in 2005?</p>	18/08/2025	Granted in full

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FOI2025/00531	FOI - Process of Franchising Directly Managed Branches	<p>Please be kind enough to answer the following questions in relation to the the process of franchising the 108 accessible Directly Managed Branches and provide any supporting recorded information.</p> <ol style="list-style-type: none"> <li>1. How were DMBs advertised to Retailers?</li> <li>2. What sourcing portal was used to advertise?</li> <li>3. When did the advertisement begin and end?</li> <li>4. How many applicants applied for the DMBs'?</li> <li>5. How long are vacant branches advertised for other Post Office Branches?</li> <li>6. When did POL determine which retailers to shortlist?</li> <li>7. Which team within POL was responsible for doing this?</li> <li>8. How were successful/unsuccessful candidates communicated with?</li> </ol>	28/08/2025	Refused in part - S. 42
FOI2025/00532	FOI - Area Network Change Manager Salaries Inside/Outside London	<p>Please could I have the number of Area Network Change Managers who work outside of London who are paid over the national maximum Area Network Change Manager salary of £44, 952.05?</p> <p>Please could I have the number of Area Network Change Managers who work inside of London who are paid over the maximum Area Network Change Manager salary of £50,826.40?</p>	14/08/2025	Granted in full
FOI2025/00535	FOI - Post Office Branch Model Types	<p>Please provide the current list of Post Office Branches by model types as follows:</p> <ol style="list-style-type: none"> <li>1. Main</li> <li>2. Local</li> <li>3. DMB</li> <li>4. Traditional</li> <li>5. Drop &amp; Collect</li> <li>6. Outreach</li> <li>7. TOTAL</li> </ol>	29/08/2025	Refused in full - S. 22
FOI2025/00547	FOI - Capture System at Lisvane PO July 1991 – September 1997	Please could you advise whether the Capture accounting system was in operation at Lisvane Post Office and Stores, Church Road, Lisvane, Cardiff CF14 0SJ between July 1991 and September 1997 and if so, for what period.	07/08/2025	Information not held