



Date
28 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00531

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 29 July, 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. We can confirm that Post Office does hold the information you have requested. We have entered our answers below your questions.

"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.

- 1. How were DMBs advertised to Retailers?**
- 2. What sourcing portal was used to advertise?**

In November 2024, Post Office first announced it was reviewing its DMB network as part of a wider announcement about its new, five-year Transformation Plan. In December 2024, to gauge market appetite and explore whether franchising could be a viable option, Post Office invited expressions of interest in operating post offices in all remaining DMB locations.

Post Office followed its usual process – the DMB's were advertised on our website at the following link:

<https://runapostoffice.co.uk/>

3. When did the advertisement begin and end?

The Adverts commenced on 2 December 2024 and ran until 3 January 2025.

4. How many applicants applied for the DMBs'?

We received over 1700 individual expressions of interest in running the 108 DMB locations from over 400 unique applicants, from Strategic Partners and independent postmasters.

5. How long are vacant branches advertised for other Post Office Branches?

The length of time can vary depending on the location and the level of interest received. Adverts can run from 7, 14, 28 days or 3, 6, and 12 months dependent upon business needs.

6. When did POL determine which retailers to shortlist?

This was a 3-month process with the final selection made in April 2025.

7. Which team within POL was responsible for doing this?

It was a cross-business team, including Post Office board approval of proposed shortlisted candidates. An independent third party was used to support the selection process and validate outcomes.

8. How were successful/unsuccessful candidates communicated with?"

Unsuccessful candidates received an email. For the successful shortlisted candidates (as they still had to go through onboarding before they were confirmed as franchise partners) a meeting was scheduled to discuss their business plan. This meeting was arranged via email. Where it was necessary to communicate with shortlisted candidates, for example, if there was an additional query relating to their business plan, this was done via email.

When we had selected the successful candidate to operate a DMB, an email confirming our decision was sent to the successful candidate. Likewise, if we needed to follow-up with any further queries, that too was done via email.

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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