

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2024/01556	FOI - 2024 SPM NED result announcement	Dear Post Office Limited, Please can you say when the result of this ballot held two months ago will be announced? In the 2021 Ballot you said this "Post Office will announce the two successful Postmaster Non-Executive Directors at the earliest opportunity following that approval." That took ten days April 12th till April 22nd. What has changed this time round? The VOTSP say the announcement will be in January. Please supply all documents that show discussion of the result, timing of the announcement and how the stakeholders CWU, NFSP, VOTSP, DBT were informed of the process and if they challenged the timetable. Is it delayed to coincide with a job loss or departure of red flag staff announcement in the style of Mark Davies/Alice Perkins?	31/03/2025	Refused in part - S.40
FOI2024/01634	FOI - MDA/MSA Disclosures	<p>Thank you for your email of 28 November with attached contents pages of the Mails Distribution Agreement (MDA) and the Master Service Agreement (MSA).</p> <p>Following your suggestion I would be grateful if you would disclose the following from the MDA: pg 35-36 pg 94-98 pg 105-107.</p> <p>From the MSA please can you disclose: pg 48-59 pg 66-71 pg 74-75.</p> <p>From the document titled 'Schedule 1 Services' please can you disclose: pg 66-72.</p> <p>From the document titled 'Inter- Business Agreement Between Post Office Limited and Royal Mail Limited' please can you disclose: pg 6 pg 13-14 pg 28-30.</p>	03/03/2025	Refused in part - S. 43

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00019	FOI - Letter from Permanent Secretaries to Post Office CEOs	<p>In Sir Alex Chisholm's Witness Statement to the Post Office Inquiry</p> <p>(https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.postofficehorizoninquiry.org.uk%2Fvidence%2Fwitn00180100-sir-alex-chisholm-kcb-witness-statement%23%3A~%3Atext%3DAttachments-%2CWITN00180100.pdf%2C-Evidence%2520information&data=05%7C02%7Cinformation.rights%40postoffice.co.uk%7Cca31cc0d3d5049e63b4908dd32f46f50%7C6b3c4bb26f2645af97b3fded2a7a60f9%7C1%7C1%7C638722747634329652%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoiTWFpbCIsIlDUljoyfQ%3D%3D%7C60000%7C%7C%7C&sdata=oKCyu0u9Zz7xZF%2Bx%2FdZCl%2FUNvbi69bHh6efcwVbSDs%3D&reserved=0) he references the following letters:</p> <p>1) Letter from Alex Chisholm to Nick Read dated 6th September 2019 Re: Accountable Person: Instruction From BEIS Permanent Secretary To The CEO Of Post Office Ltd on Accountabilities and Responsibilities. (Inquiry Ref. POL00288398)</p> <p>2) Letter from Alex Chisholm to Alisdair Cameron dated 9th June 2019 Re: Accountable person: Instruction from BEIS Permanent Secretary to the CEO of Post Office Ltd on Accountabilities and Responsibilities (Inquiry Ref. UKG100010163)</p> <p>3) Sir Alex Chisholm also states in his oral evidence referencing this type of Letter from a Perm Sec to the CEO of Post office Limited" "That would have been done for Paula Vennells who was appointed before my time as Accountable Officer".</p> <p>Please be kind enough to disclose the 3 above referenced Letters from Perm Secs to the CEOs of Post Office Limited.</p>	27/03/2025	Refused in part - S. 40
FOI2025/00072	FOI - Horizon Shortfall Scheme Request for Further data	<p>Please can you provide me with the following information in regard to the Horizon Shortfall Scheme (HSS).</p> <p>If I understand it correctly, information available on Post Office corporate website states that for claims made before October 2022, 1,457 claimants have had their offer topped to £75,000.00</p> <p>Regarding late applications, 376 applicants have accepted a fixed sum offer and a further 228 applicants have had their offer topped up to £75,000.00.</p> <p>In total 2061 claimants in some way or another have taken up the option of £75,000.00.</p>	04/03/2025	Granted in full

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00088	FOI - Scottish Post Office/Post Box Queries	<p>In accordance with Freedom of Information legislation, I would be grateful if you could comply with the following request for information.</p> <ul style="list-style-type: none"> * How many post offices were in Scotland in 2007, 2015 and 2024 respectively? * How many post boxes receiving a regular collection were there in Scotland in 2007, 2015 and 2024 respectively? <p>How many mail collections took place in Scotland in 2007, 2015 and 2024 respectively?</p> <p>If my request is too wide in scope or you require any clarity then please do let me know and thank you in advance for your help in this matter.</p>	05/03/2025	Granted in full
FOI2025/00090	FOI - Passports Lost/Stolen when using Check & Send	<p>I would like to know how many Passports go missing when sent using the Check and Send service agreement the Post office has with HMPO.</p> <p>Please provide details of the numbers of passports missing/lost or stolen within the last year using that service.</p> <p>Please provide a comparative figure of those missing/lost or stolen when sent without using the check and send service.</p> <p>Please provide information on how the check and send service send documents to a HMPO address with a redirection request in place.</p>	05/03/2025	Granted in full
FOI2025/00104	FOI - Post Office Internal Audit Function	<p>Annual Reports of POL give no indication that its Internal Audit Function conducted a system audit of Horizon. Only the 2015/2016 Annual Report cites all the audits conducted by POL's Internal Audit which are mainstream, financial services and business transformation: (POL Annual Report 2015-16, p30)</p> <ul style="list-style-type: none"> i) Please provide documents to evidence if/when POL's Internal Audit conducted a detailed system audit of Horizon IT itself (as distinct from branch-level audits of Horizon users) prior to the Group Litigation Order made in March 2017? ii) Please can you confirm if the Royal Mail Internal Audit, on whom POL relied prior to 2013, conducted a detailed system audit of Horizon? iii) Please can you confirm if POL's Internal Audit had technical auditors competent and qualified to perform detailed system audits from the time of its inception following POL's split from Royal Mail in 2012? (Please detail relevant professional qualifications). iv) Has POL's Audit, Risk and Compliance Committee ever raised concerns regarding the technical expertise of POL's Internal Audit? 	14/03/2025	Refused in part - S. 40

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00116	FOI - Engineers Report of CCTV at [REDACTED] Post Office	<p>I want to immediately file an freedom of information request in regards to your claims that CCTV was powered down I want to see proof of the engineer claiming this was the case because I am go I g legal with this matter as its a criminal offence to interfere with the mail, and it sounds like you're covering for a union worker,</p> <p>You can not refuse this FOI request as its legally been sought after I will grant you the legal fix amount of days to provide this along with all my other requests</p>	11/03/2025	Refused in part - S. 40
FOI2025/00120	FOI - PO Corporate HR systems	<p>I am making the following request under the Freedom of Information Act 2000 regarding your corporate HR records system:</p> <ol style="list-style-type: none"> 1. Does the Post Office maintain employee HR records in a digital format? 2. If so, what HR system(s) eg Workday are used for storing and searching employee records and personnel files? 3. Does the Post Office's HR system allow for searches based on key terms (e.g., "grievance," "complaint," "settlement")? 4. How would Post Office HR typically retrieve information regarding the nature of an employee grievance or a settlement agreement, if required? 5. Are there any formal Post Office policies or guidance documents on how HR records should be maintained and retrieved? If so, please provide copies. 6. Does your HR system(s) allow tracking or compiling historical trends in the Post Office in the types of complaints made by employees including their nature eg sexual misconduct, bullying, discrimination etc? If so please summarise how such a search might be carried out and indicate how many years are searchable in this way? <p>If any part of this request exceeds the cost limit, please advise how I might refine it to fit within the FOIA time and cost constraints.</p>	25/03/2025	Granted in full
FOI2025/00136	FOI – Costs Related to Diversity, Equity, and Inclusion (DEI) Initiatives	<p>I am requesting access to records detailing the costs associated with Diversity, Equity, and Inclusion (DEI) initiatives undertaken by Post Office Limited. Specifically, I seek the following information for the financial year 2024 to present:</p> <ul style="list-style-type: none"> * Total budget allocated to DEI programs, including staff training, workshops, and related activities. * Itemized expenditures on DEI-related consultants, external trainers, or third-party organizations. * Salaries or compensation details for employees or roles specifically dedicated to DEI efforts (e.g., DEI officers or coordinators), anonymized if required by privacy laws. * Costs of producing DEI-related materials, campaigns, or publications. * Any grants, subsidies, or funding received to support DEI initiatives and their sources. <p>I request that the information be provided in a spreadsheet format where possible. If certain records are exempt from disclosure, please provide a detailed explanation citing the specific legal basis for the exemption and, if feasible, release any non-exempt portions.</p>	24/03/2025	Refused in part - S. 40

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00144	FOI - Staff, Training, and Procurement on ED&I	<p>1) The number of roles across all components of your operations, directorates and management structures, expressed in numbers of full-time employees (FTE), that are mainly or exclusively focussed on issues of equality, diversity, or inclusivity. This information should encompass all roles based in central offices, as well as those based around the country.</p> <p>Roles meeting this description could include (amongst other guises) "Equality, Diversity and Inclusion Officer" (EDI) or "Diversity and Inclusion Project Managers". Please break down, if possible, the number of roles per component part of your operations.</p> <p>For all roles meeting this description, please also provide, in order of preference, either a) the salary of these roles, b) the pay band of these roles, or c) the combined total salary of these roles. Please provide the information that is most in accordance with your data processing practices.</p> <p>Please also advise if there are any plans to hire further staff in these areas within the next 18 months, and the roles/pay bands that they are likely to occupy.</p> <p>2) With the same criteria as above, please provide the number of internal training courses attended by staff which pertain to the issues encompassed by equality, diversity or inclusivity. Please include the name of the courses, the number of attendees, and the duration of the course.</p> <p>3) Please, if possible, provide details of any internal EDI practices and networks, including the number of individuals who are members of such networks.</p> <p>4) Please provide details of any external contractors brought in by the department to conduct training, advice, or guidance on issues relating to EDI. Where applicable this should include costs and associated manhours.</p> <p>5) Please provide details of how equality, diversity and inclusivity is included in your procurement practices, the relative weight afforded to these considerations, and the current value of contracts in which EDI considerations was a part of the procurement process.</p>	18/03/2025	Refused in part - S. 40, S. 43
FOI2025/00145	FOI - Universal Credit Claimant Disputes 2020-2025	<p>From. 1 January 2020 through 1 January 2025</p> <p>Has Post Office investigated any disputes by a Universal Credit Claimant with Department for Work and Pensions ?</p>	13/03/2025	Information not held
FOI2025/00155	FOI - Branches by Local Authority/Region 2015/2024	<p>2024 – according to the figure in the audited Annual Reports & Accounts (as of 31 March 2024), the number of Post Office branches in Scotland was 1,289.</p> <p>2015 – according to records we hold, the number of Post Office branches in Scotland was 1,402 as at the 31 March 2015.</p> <p>Are you able to able to provide a breakdown by local authority or region?</p>	26/03/2025	Information not held

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00160	FOI - Horizon Related Issues at [REDACTED] Prior to October 2001	<p>I would like to request information of whether there were any issues and/or Horizon-related shortfalls that occurred at [REDACTED].</p> <p>If any of this information is exempt from disclosure, please specify the exemption being relied upon and confirm whether any redacted or summarised versions can be provided. If my request is too broad or exceeds cost limits, I would appreciate guidance on how it may be refined to stay within the parameters of the FOI Act.</p>	18/03/2025	Refused in full - S. 40, S. 43
FOI2025/00171	FOI - Prohibited Items Seized Each Year Between 2020-2025	<p>Please can you provide the following information broken down by year e.g 2020, 2021, 2022, 2023, 2024, 2025</p> <p>For each year from 2020 - 2025, could you please provide the number of prohibited items, which were seized by the Post Office during transit and reported to the relevant authorities.</p> <p>For each of the items, could you please provide the prohibited category, location of post office and a brief description of the item:</p> <p>For example:</p> <p>2023 Prohibited item category: ammunition, 12 bullets, Cardiff Central Post Office Prohibited item category: clinical and medical waste, used hospital dressings, Bradford West Post Office</p> <p>2024 Prohibited item category: corrosives, one litre acid, Didsbury Post Office Prohibited item category: explosives, fireworks, Barnsley Post Office</p> <p>Could you also please provide the number of times for each year between 2020 and 2025 that a person has been denied collection of a package due to postage restrictions and/or failure or identification verification procedures. Could you please include the category of each package.</p> <p>For example:</p> <p>2022 17 collection refusals patient specimens 21 collection refusals bladed items 45 collection refusals prescription medication</p>	19/03/2025	Information not held

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00180	FOI - Package Interception Data between 2019-2024	<p>I wanted to submit this request under the Freedom of Information Act 2000 please and ask for data on the interception of postal packages suspected of containing controlled substances.</p> <p>Specifically, I request the following data for each of the past five years (2019, 2020, 2021, 2022, and 2023, plus any available data for 2024):</p> <ol style="list-style-type: none"> 1. The total number of packages intercepted or seized on suspicion of containing illegal drugs. 2. The number of these packages that were su 3. The number of instances where packages were wrongly flagged for suspicion but later found to be non-criminal. <p>If it is not possible to provide a full breakdown, I would appreciate aggregated statistics or summary reports that provide insight into how these cases are handled over the requested time period.</p> <p>Thanks for your help! I can refine this request as necessary if that would be useful. If the cost of doing five years is prohibitive, please just can I have the info for 2024 - or the most recent annual period available please?</p>	19/03/2025	Information not held