



[REDACTED]
[REDACTED]

Date
08 December 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00838

We are writing in response to your email received by Post Office Limited ("Post Office") on 08 November 2025, 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, along with our answers beneath each of your questions:

"Under the Freedom of Information Act 2000, I am requesting the following information regarding the closure of the Formby Post Office, Brows Lane, Formby, Merseyside, L37.

Please provide:

1. Closure details

The exact date the Formby Post Office ceased operations.

Whether the closure is considered temporary or permanent.

Any expected or proposed reopening date, if applicable.

We can confirm that Post Office does hold information responsive to your request.

In response to Q1 above we can advise that the branch closed temporarily on Wednesday 05 November 2025, it was not known at this time when the branch would be reopened, however it reopened on the 17 November, further data on the reopening has been explained in Q5 below.

You may not be aware that Post Office publicises information on branch closures and reopening of branches, as well as branches going through consultations via the following link: <https://www.postofficeviews.co.uk/>

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

The letter advising of the closure can be found here:

https://www.postofficeviews.co.uk/national-consultation-team/formby-l37-4ed-191420/supporting_documents/formby-l37-4ed-information-letter-12-november-2025pdf

The update letter of the 14 November 2025 advises of the reopening of the branch which can be found via this link: https://www.postofficeviews.co.uk/national-consultation-team/formby-l37-4ed-191420/supporting_documents/formby-l37-4ed-update-information-letter-14-november-2025pdf

2. Reasons for closure

The stated reasons for the closure, including any references to “operational reasons” or other factors (e.g., staffing, lease, safety, or commercial issues).

Any internal correspondence, memos, or reports that explain or document the cause(s) of the closure.

Copies of any briefing materials or communications prepared for Post Office management, local stakeholders, or the media regarding the closure.

The stated reasons for the closure has been answered in Q1 above. Any further details are being withheld 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. Disclosure would not constitute 'fair' processing of the personal data because the Postmaster of the branch would not reasonably expect their information on the reasons for the closure to be disclosed in relation to this request for information.

We have also redacted internal email addresses as these are only for Post Office use, use outside of Post Office would impact the processes of internal departments and could cause unnecessary delays.

3. Impact and service provision

Details of any impact assessment carried out before the closure, including expected effects on local service provision.

Any plans for replacement services (e.g., outreach branches, mobile services, or alternative nearby locations).

Copies of any consultation documents or public notices issued locally in connection with the closure.

We can advise that we do not hold impact assessments on branch closures, however information about closures, replacement services and consultations can be obtained from the Post Office Views website provided in response to Q1 above.

4. Timeline and decision-making

When Post Office Ltd first became aware of the issue(s) leading to closure.

Who authorised the closure and on what date.

Any internal timeline or project plan regarding next steps for the Formby

branch.

We can advise that we do hold some information to Q4 above, we were aware on the 04 November 2025 when we were preparing customer communications. There were no timelines or project plan, we were working to restore services as quickly as possible.

However, details on the identity of person(s) who authorised the closure are being withheld 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. Disclosure would not constitute 'fair' processing of the personal data because the Post Office employees are not public facing, and would not reasonably expect their information to be disclosed in relation to this request for information.

5. Related correspondence

Any correspondence between Post Office Ltd and external bodies, including the Department for Business and Trade, local authorities, or Members of Parliament, relating to the closure of the Formby Post Office.

Please provide the information electronically (PDF or Word format preferred). If any parts of this request are exempt from disclosure, please release the remainder and specify which exemptions you are relying upon.

If the cost of compliance would exceed the statutory limit, please advise me of any ways in which I could narrow the request to stay within the cost threshold."

Please find attached a document titled 'Formby Communications' however we have decided that some information within the document should be withheld 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. Therefore, we have withheld the names and details of staff members in our Communications team and those staff in MP's office other than Bill Esterson MP. Disclosure would not constitute 'fair' processing of the personal data as the withheld information relates to junior employees who are not public facing. The MP's Office and Post Office staff involved would not reasonably expect their names, roles and contact details to be disclosed in relation to this request for information.

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

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/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy