



[REDACTED]

Date
31 December 2025

[REDACTED]

Post Office
100 Wood Street
London EC2V 7ER

[REDACTED]

Your Ref:

Dear [REDACTED],

Freedom of Information Request – FOI2025/00898

We are writing in response to your email received by Post Office Limited ("Post Office") on 29 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 (with our answers in turn):

"I understand that the Post Office in Machynlleth Spar will be changing its services in January 2026.

Questions about services:

- 1. a. Which personal banking services will cease to be available?**
- 1. b. What is the nearest branch where those services will be available after the refurbishment?**
- 2. Which personal banking services will continue to be available?**
- 3. a. Which business banking services will cease to be available?**
- 3. b. What is the nearest branch where those services will be available after the refurbishment?**
- 4. Which business banking services will continue to be available?**
- 5. a. Which "ID services" will cease to be available?**
- 5. b. What is the nearest branch where those services will be available after the refurbishment?**
- 6. Which "ID services" will continue to be available?**

We can confirm that Post Office does hold the information you have requested.

All personal banking services will remain at the Post Office in Machynlleth Spar after the transition from a 'main' Post Office to a 'local' Post Office. However, it may be worth noting that there will be a reduced cash deposit limit of £4,000.

Regarding any identification services, the branch currently only offers the passport check and send service and document certification service – both of which will cease to be available. The nearest branch to offer these services will be at Tywyn Neptune Road, Tywyn, LL36 9BP.

Questions about physical space:

7. Please provide a floor plan of the proposed layout after refurbishment. Please include the entrance, the Spar till(s), the Post Office till(s), any storage areas intended for Post Office use (and whether they are to be shared with Spar), queuing spaces for Post Office customers (and whether they are to be shared with Spar), and Spar and Post Office furniture (e.g. stock shelves) marked "Spar" and "Post Office". Please also include a scale.

8. Will the queuing space for the Post Office be separate from the queuing space for Spar?

9. Will there be a table and chair, as there is currently?"

We can confirm that we do hold the information you have requested.

However, we believe that the disclosure of the proposed floor plan for the branch would put the safety and security of employees and the branch at risk due to the amount of detail included. Post Office therefore relies upon the exemption provided in section 38(1)(b) of the Act, concerning the health and safety of individuals.

As section 38(1)(b) of the FOIA is a qualified exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there will be a public interest in disclosure of information relating to the refurbishment of Machynlleth Spar Post Office and how changes may affect the current space.

However, Post Office believes that there is a degree of risk attached to the disclosure of the branch floor plan as putting this information into the public domain may allow it to be used to compromise branch security. Publishing the branch layout would pose a security risk to the branch, staff, and customers by revealing the internal set-up and its configuration. Disclosing the floor plan would reveal information such as any storage areas, alarm systems, location of safe rooms and more. Given there is a strong public interest in protecting the safety of Post Office employees, in our opinion, the public interest therefore lies in maintaining the exemption and withholding the requested 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/>

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