



[REDACTED]

Date
16 October 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01260

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 13 September, 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:

“Please could you provide the 2024 NFSP Annual Plan & Approved Project details as required in the Grant Framework Agreement Clause 4.5 & Clause 9.

Please can you release any variations or amendments to the Grant Framework Agreement & family of documents with the NFSP.

34. VARIATION

An amendment to this Agreement is ineffective unless it is in writing, expressly purports to amend this Agreement and is executed by both parties as a deed.”

We can confirm that Post Office does hold the information regarding the first part of your request, however, no information is held with respect to variations or amendments to the Grant Framework Agreement and family of documents with the NFSP.

You may find it helpful to know that the National Federation of SubPostmasters (NFSP) is the trade association and membership organisation which represents

subpostmasters. Subpostmasters are independent business people who act as agents to Post Office Ltd (POL) and run sub post offices.

Please find provided a copy of the 2024/25 NFSP Annual Plan. Some information has been redacted under section 41(1) - information provided in confidence, and section 43(2) – commercial interests.

Post Office considers that release of some information could be actionable as the 2024/25 NFSP Annual Plan was submitted in confidence and supplied with a reasonable expectation it would not be made public. While the overall funding limit is in the public domain, information about NFSP's actual operating costs, model and breakdown of how that funding is allocated within NFSP is not.

Some information you requested is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information concerning details of the 2024/25 NFSP Annual Plan as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of NFSP. This is because disclosing information comprised of a breakdown of NFSP's operating expenditure would allow competitor organisations to use or even to replicate NFSP's operating model. This is something NFSP have designed and developed on behalf of its members and have a strong interest in ensuring that competitors cannot replicate their model.

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/>

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