



Date
31 July 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00546

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 2 April 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We apologise for the delay in responding to your request.

In your email you have requested the information shown verbatim in bold below:

“what I would like to know is, out of 2100 offices were given to temporary postmastership, how many registered postmasters used to fill this vacancy? According to my knowledge 80% of the offices were given to only 3 or 4 companies and their owner at one stage some of these companies were running 150+ offices. Can I get the breakdown for PO allocation and what was the criteria PO used to allocate temporary postmastership.”

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

1. **“what I would like to know is, out of 2100 offices were given to temporary postmastership, how many registered postmasters used to fill this vacancy?”**

- All temporary postmasters appointed to fill the 2,100 offices were selected from a pool of circa 1,400 registered Postmasters. However, there were exceptions to this in the cases where Postmasters have died whilst in service, and where the family of the deceased Postmaster could recommend suitable candidates from within the family who were already associated with the business. From 2020 to the date of your request, there have been a total of 79 death in service cases, which results in the addition of temporary postmasters to the register.

2. **“According to my knowledge 80% of the offices were given to only 3 or 4 companies and their owner at one stage some of these companies were running 150+ offices. Can I get the breakdown for PO allocation and what was the criteria PO used to allocate temporary postmastership.”**
- 20% of the offices are operated by a total of four companies, while the remaining offices are managed by registered Postmasters within the network. Post Office actively seeks temporary Postmasters from both local and national sources. Additionally, Post Office collaborates with regional and area managers who provide guidance and recommendations when necessary. In the event of multiple interested Postmasters, Post Office considers factors such as proximity, available staff, and training requirements to select a temporary Postmaster. It is crucial for Post Office to appoint individuals with previous experience to promptly fill temporary Post Office positions and prevent prolonged branch closures to mitigate the impact on those local communities affected.

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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