



Date
1 August 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00496

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 3 July, 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:

"I write in response to your recent decision regarding the Clapham Post Office currently located at 48 High Street, Clapham, Bedford MK416DN. I strongly believe your decision ignores the will of the large majority of people who currently use this facility, and I have the following thoughts about what Clapham residents most certainly feel about this.

Your document indicates 750 responses (in some form) from customers, and local representatives. What was the actual number of people who responded, who were in favour of moving the existing facility? These responses are certainly public record; kindly make these documents available for review, or provide me with copies. Thank you.

You received two petitions which most certainly opposing the move, one contained 1,413 signatures, the other containing 294 signatures. As above, these documents are public record; please make them available for review, or provide me with copies of these documents as well."

We can confirm that Post Office does hold the information you have requested. Post Office public consultations relate to accessing Post Office services, should a proposed branch change progress forward, rather than a proposed closure. These consultations are conducted following our Principles of Community Engagement as agreed with Citizens Advice. Consequently, responses are not analysed on numbers 'for' or 'against' the proposed change per se, but on access to alternative Post Office services, should the proposed changes proceed. Please see the link below for further information:

https://www.postofficeviews.co.uk/user_uploads/principles-of-community-engagement-june-2024-1.pdf

We can confirm that we hold a spreadsheet that contains 750 verbatim comments from our customers and stakeholders, in response to the consultation. Please see the spreadsheet titled, 'FOI2025_00496_Consultation Responses_Redacted.xlsx'.

We can confirm that the petitions you refer to in your information request were not conducted by Post Office. However, a petition containing 294 signatories and a separate petition containing 1,413 signatories were emailed to Post Office. We have disclosed two documents which show the questions asked in these two external petitions.

The document titled, 'FOI2025_00496 - Petition 1_Redacted.pdf', contains the cover letter sent to Post Office by Bedford Borough Council and one further page that shows the format of the petition. Please note there were a total of 14 pages that followed this petition format.

We have also provided the documents titled, 'FOI2025_00496 - Letter for Petition 2_Redacted.pdf' and 'FOI2025_00496 - Petition 2_Redacted.pdf'. In total, there were 85 pages, however, we have only provided one page as an example of the petition format.

All personal data contained within the consultation response and two petitions has been withheld under sections 40(2) and 40(3A) of the FOIA, as the information constitutes personal data relating to other persons. This section exempts personal information from disclosure if the information relates to someone other than the applicant, and if disclosure of the 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 these individuals, including the postmaster, would not reasonably expect their name, signature and / or address 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

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