



[REDACTED]

Date
14 November 2024

[REDACTED]
[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref: FOI2024/01409

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01409

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 21 October, which was a follow-up request to FOI2024/01305 and 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:

“Dear Post Office,

**Please could you interpret my request as being about the cost to the Post Office?
Thank you.**

Original request under FOI2024/01305:

Please provide me with the total annual cost of operating each Crown Post Office that is based within a Royal Palace (including the Palace of Westminster) for each of the last two years for which figures are available. To be clear, I want the figures separately for each Post Office.

Please also split the totals based on the categories you use for internal reporting which could include categories such as staff costs and insurance.”

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

Post Office currently has three sites which would fall under the definition of a 'Royal Palace'. In this case we have we have interpreted your request to mean all Directly Managed Branches ("DMB") which are: (1) not publicly accessible and, (2) of which, are a building of official residence. These are:

- Scottish Parliament: this location is run at nil cost to the Post Office
- House of Commons and Portcullis House

Post Office operate the House of Commons and Portcullis House branches using a joint staffing model. The direct costs are therefore combined and are not separated for Post Office reporting. We have provided the table below which includes costs for the last two financial years.

House of Commons and Portcullis House	Financial Year 2022/23 (£000s)	Financial Year 2023/24 (£000s)
Staff costs	168	185
Postage costs	0	0
Total Costs	168	185

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