

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00258	FOI - PO/Fujitsu Employees 2024/2025	<p>I am writing to request the following information:</p> <ol style="list-style-type: none"> 1. The most recent data available on the number of employees of Fujitsu which were also working inside the Post Office in the years 2024 and 2025 so far. 2. Please clarify which department each employee worked at within the Post Office. 3. For each employee, if possible, please clarify how much they were paid annually in their role at the Post Office. If a job description and job title can be provided for each employee, please do that too. 4. If the time/cost of doing so does not exceed the threshold below which you're are required to respond, please provide me with the most recent data (1-3) for the year 2023, too. 	28/04/2025	Information not held
FOI2025/00255	FOI - Undelivered Mail Rate	<p>Please can you tell me your organisation's understanding and/or calculations for items posted within the UK, also showing England separately if possible, of the rates of:</p> <ul style="list-style-type: none"> - Undelivered mail - Undelivered letters <p>where undelivered means not arriving at the address on the item within three months of posting (unless you already use a generally-accepted definition of non-delivery in which case please use that and tell me what it is).</p> <p>and for the period 2024 or as close as possible?</p> <p>Please can you also say what assumptions and calculations have been used in forming these views?</p>	16/04/2025	Information not held
FOI2025/00243	FOI - Post Office Export and Import Licences from Government	<p>Does Post Office have an Export Licence and Import Licence from UK government ?</p> <p>Does Royal Mail have an Export Licence and Import Licence from UK?</p>	25/04/2025	Information not held
FOI2025/00227	FOI - Cyber Security Contractors & Budget	<p>Do you currently use any Contractors or external consultants within the Cyber Security function? (How many if so)</p> <p>If not, have you had any cyber security contractors previously?</p> <p>Do you have an allocated budget for Cyber Security spending?</p>	08/04/2025	Granted in full
FOI2025/00214	FOI - Lowes Bridge Post Office Open 9th April 2020	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] it is very important for me to ascertain whether or not the Lowes Bridge Post Office at 125 Newton Road, Torquay, TQ2 7AJ was open on the 9th April 2020, given the fact that the Covid-19 pandemic was then at its peak.</p>	10/04/2025	Granted in full

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00211	FOI - Prohibited Items Seized Each Year Between 2020-2025	I am aware that Post Office separated from Royal Mail Group ("Royal Mail") on 1 April 2012. However, The Post Office do operate a system where customers can collect packages from the premises, this is what I'm referring to in the FOI request.	16/04/2025	Information not held
FOI2025/00209	FOI - PrideMatters Branding on Post Office Vans 2018-Present	Please would you be able to tell me: - How many Post Office vans have been decorated with #PrideMatters branding per year since 2018 until present day? (broken down per calendar year) - How much has this cost the Post Office? (broken down per calendar year) - Has this branding exercise been funded through tax payers money? If not, where has the funding come from?	09/04/2025	Granted in full
FOI2025/00189	FOI - Photos & Weight of Parcel Throughout Journey	I request the following information under the Freedom of Information Act: •Any photos taken by you or EVRI at any point of the parcel's journey, from the Post Office to the returns department at Kiravans. •Any recorded weights of the parcel during its journey from the Post Office to the returns department at Kiravans.	11/04/2025	Information not held
EIR2025/00183	EIR - Supply & Cost of Gas & Electric Use for November 2024	We formally request under the FOI 2000 regulations Act and EIR 2004 regulations Act data you hold, and which is already or will be in the public domain relating to your electricity half-hourly and natural gas supplied portfolio. For the period November 2024 which was invoiced by the supplier to you in December, we please require disclosure: - * For your half-hourly meter portfolio, the grid Electricity kwh's consumed & the £-value spent excl-vat? * The natural Gas kwh's consumed & the £-value spent excl-vat? * Please do also indicate if the electricity is classed as being Green or Brown? Given the cost increases to the residents of each local authority, there is a huge public interest in accountability of ALL public sector energy usage & energy costs across all Local authorities, all Government departments and all publicly funded or linked organisations which fall within freedom of disclosure requests. For the avoidance of doubt, because disclosure of energy kwh usages falls firmly within the EIR 2004 regulations, and the costs fall within your normal cost spend disclosure as stated on your public facing website disclosures anyway, then there is nothing which could be considered as a valid ROI exemption nor could claim to be commercially sensitive. This request is again made for journalistic reasons and as Box Power CIC is a non-commercial (not-for-profit) organisation & the information will again be made publicly available and issued to UK national media, then no RPSI restriction is to apply upon your disclosure to us.	11/04/2025	Granted in full

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00161	FOI - 4G Connectivity Costs for Mobile Post Office Branch & Cost of Copper to Fibre Transition	<p>Under the Freedom of Information Act 2000, I am requesting the following information:</p> <ol style="list-style-type: none"> 1. The total annual expenditure by Post Office Ltd on 4G connectivity services specifically for the operation of a single mobile Post Office branch for the most recent complete financial year (e.g., 2023-2024 or 2024-2025, depending on available data). 2. A breakdown of this expenditure, if available, including costs related to data plans, hardware (e.g., 4G routers or SIM cards), and any associated maintenance or service fees for that mobile branch. 3. If data is not available for a single specific branch, please provide the average annual cost of 4G connectivity per mobile Post Office branch, calculated across all mobile branches operated by Post Office Ltd in the most recent financial year. <p>I request this information in electronic format (e.g., PDF or spreadsheet) where possible. If the exact cost for a single branch cannot be isolated due to aggregated data, please provide the closest approximation or aggregated total with an explanation of how it relates to mobile branches. If any part of this request is unclear, I would appreciate clarification rather than a refusal, as per Section 16 of the FOIA, which obliges public authorities to provide advice and assistance.</p> <p>Should you determine that any information is exempt from disclosure, please specify the exemption under the FOIA (e.g., Section 43 for commercial interests) and provide a detailed justification, including a public interest test where applicable. I also request that any refusal be accompanied by reference to specific records withheld, rather than a blanket denial.</p> <p>-</p> <p>Under the Freedom of Information Act 2000, I am requesting the following information:</p> <ol style="list-style-type: none"> 1. The total cost incurred by Post Office Ltd to transition a single fixed-line location (e.g., a Post Office branch) from copper-based broadband to fibre-optic broadband, based on the most recent instance where such a transition was completed. Please include all associated costs, such as installation fees, equipment (e.g., routers or cabling), and labour, for that specific transition. 2. The annual cost to use and maintain fibre-optic broadband at a single Post Office branch location for the most recent complete financial year (e.g., 2023-2024 or 2024-2025), including line rental, service fees, and routine maintenance expenses. 3. If data for a single specific branch is not available, please provide the average cost of transitioning a branch from copper to fibre and the average annual cost to use and maintain fibre-optic broadband, calculated across all relevant branches where such transitions have occurred. <p>I request this information in electronic format (e.g., PDF or spreadsheet) where possible. If exact costs for a single branch cannot be provided due to aggregated data, please provide the closest approximation or aggregated total with an explanation of how it relates to individual branches. If any part of this request is unclear, I would appreciate clarification rather than a refusal, as per Section 16 of the FOIA, which obliges public authorities to provide advice and assistance.</p> <p>Should you determine that any information is exempt from disclosure, please specify the exemption under the FOIA (e.g., Section 43 for commercial interests) and provide a detailed justification, including a public interest test where applicable. I also request that any refusal be accompanied by reference to specific records withheld, rather than a blanket denial.</p>	07/04/2025	Granted in full
FOI2025/00153	FOI - Branch Statistics	<p>To that end, please can you provide the total number of UK branches for your bank as at 31st December 2024, as you have done previously.</p>	02/04/2025	Information not held

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00143	FOI - Post Office Process Review Programme	<p>Please can you disclose:</p> <ul style="list-style-type: none"> i) the Terms of Reference for the PPR if they have now been formalised; ii) when the PPR will be formally launched; ii) the total number of branches which have taken part in the scheme during its pilot phase; iii) the total number of claims for redress submitted to the PPR during the pilot phase; iv) the total payments which have been made to claimants under the PPR to date; v) the feedback received from Sub-Postmasters as part of the PPR development phase. 	10/04/2025	Granted in full
FOI2025/00121	FOI - Names and details of the reviewers involved in my HSS claim	<p>I wish to find out more information of the Assessment Panel members:</p> <ul style="list-style-type: none"> * who reviewed my Claim initially. * then carried out the subsequent Review following on from the Request for Further Information. <p>I have details of the individuals named and listed</p> <p>https://www.onepostoffice.co.uk/media/113444/hss_schemequestionsandanswers_updatedoctober2024.pdf</p> <p>Page 3 mentions some names.</p> <p>I would like to know who carried out the review initially to my Claim from which a subsequent Offer was issued 31st October 2022, and formulating as a result of the comments in Annex 4.</p> <p>I would like to know of the 3 or 4 people involved:-</p> <ul style="list-style-type: none"> * what field of work their background is. * the different levels of work they have carried out in that industry. * the durations of the time spent in each role or function. * their age, marital status and family profile, ie. children, own parents status: [REDACTED] <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>I received a Revised Offer dated 3rd November 2024, comments arising in Annex 4:</p> <p>Please provide the same background information as above, for the individuals who were involved in the coming to the Comments appertaining to the Heads of Losses in the body of the document, Annex 4.</p>	02/04/2025	Refused in full - S. 40

Case Reference	Case Title	Wording of Request	Response Date	Outcome
		<p>Thank you for your kind assistance.</p> <p>If my Claim had been resolved in full, fairly and promptly 4 and a half years ago, I would not be compelled to allay my concerns in this fashion today.</p>		
FOI2025/00119	FOI - Map of Post Codes in Gwynedd	Please could you supply me with a MAP of the post codes in Gwynedd?	22/04/2025	Information not held
FOI2025/00098	FOI - Value of Fujitsu Support Contract/Payments Made to Fujitsu	<p>I am writing to request information relating to the following statement in the Post Office's 2024 annual report<https://corporate.postoffice.co.uk/media/pkherld0/post-office-limited_2024-ara-final-signed-17-12-24-pwc-signed.pdf>:</p> <p>At the point of approving these financial statements, the support contract with Fujitsu, who manage the Horizon IT system, has been extended to 31 March 2026 with work ongoing to extend the contract further to allow appropriate time to roll out a replacement.</p> <p>According to Computer Weekly<https://www.computerweekly.com/news/366616872/Post-Office-Fujitsu-contract-extended-by-a-year-as-decision-time-looms>, the value of this contract's extension is £12m, but I have not been able to confirm that on your annual report. Please could you confirm that that is correct or, if it is inaccurate, if you could provide me with the actual value of the contract's extension.</p> <p>The above extract also states that work is ongoing to extend the contract further to allow appropriate time to roll out a replacement. If the contract has already been further extended, please provide me with information on how long it has been extended by and the value of that extension. If not, please provide me with information on how long the contract is forecasted to be extended by and what the estimated cost of that extension is.</p> <p>Please provide me with information on all payments made to Fujitsu, including contracts, day-to-day spending for its services or products, or any other payments made to the firm, by the Post Office, between 2023 and the present (as recent as possible).</p> <p>Please break this data down by month and outline what each payment was for.</p>	11/04/2025	Refused in part - S. 21
FOI2025/00093	FOI - POL Audit, Risk and Compliance Committee Terms of Reference	Please be kind enough to release all versions of POL Audit, Risk and Compliance Committee Terms of Reference since April 1st 2012 including dates of when each version was in use.	03/04/2025	Refused in part - S. 40