



[REDACTED]

Date
26 November 2024

[REDACTED]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/01440

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 2 November, 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:

“**Hello,**

In the past the Post Office have received FOI requests for post office location data, as well as opening times for each post office, and to make this available under the "Open Government Licence". This data has been requested to assist with Open Street Map users adding post office locations to the live map, and listing correct opening times for local post offices.

These FOI requests have been answered by the Post Office with the information requested, and this information has then been used to promote the inclusion of accurate information in Open Street Map.

I would firstly like to make this type of request again, and ask for the most up to date information the Post Office has on post office branches and opening times,

The last CSV list that was released by the post office contained the the following values:

LOCATION_OU_CODE

TRADING_LOCATION_TYPE_NAM
LOCATION_NAME
TRADING_SUB_STATUS_NAME
LOCATION_ADDRESS_LINE_1
LOCATION_ADDRESS_LINE_2
LOCATION_ADDRESS_LINE_3
LOCATION_ADDRESS_LINE_4
LOCATION_ADDRESS_LINE_5
LOCATION_POSTCODE
BRANCH_LONGITUDE
BRANCH_LATITUDE
WEEKDAY_NAME
AM_TIME_FROM
AM_TIME_TO
PM_TIME_FROM
PM_TIME_TO

... which is a handy list, and is the format I would like to request this data again. However, I would also like to see a value for "POST_OFFICE_TYPE" which would highlight if a post office was a shop in its own right, or if it operated inside another shop (e.g. Nisa, Co-op, etc), or inside a community centre (church or school building, etc) or if it was a post office van that drives to locations for a small number of hours a week, or any other type of post office that is offered.

However, with the likelihood that the Post Office will continue to receive such FOI requests, and with the aim of keeping Open Street Map up to date, I would like to request that the post office create a live / daily / weekly / monthly updated downloadable CSV file of post office locations and opening times available.

Currently at <https://www.postoffice.co.uk/all-locations> is a list of all locations, but this is not in an easy to use downloadable format. I would like to ask that on this page, the post office include a "download all" button that links to an up to date CSV list (or multiple lists types, CSV, PDF, XML, etc) so that users like myself who wish to ensure accurate information in Open Street Map are able to do so regularly. I would also like this page to explicitly state it is released under the Open Government Licence.

It would also mean that the Post Office would no longer have to answer FOI

request of this nature, as the Post Office would already be supplying this up to date information on a regular bases.”

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

Please refer to csv file: “FOI2024_001440_POL Branch Listing 14-11-2024.csv.”

We do not hold the “POST_OFFICE_TYPE” category in the manner you have requested. Providing this data would significantly extend the requirements beyond what was originally agreed for Open Street Map, which went through a lengthy negotiation process at the time.

Whilst it is not a request for recorded information, we have passed on your feedback regarding your request for “a live / daily / weekly / monthly updated downloadable CSV file of post office locations and opening times available.” To provide the information with this regularity would require a substantial development and set-up cost for our external IT supplier. Additionally, the request goes beyond the remit of Data Services (into the Digital space) re: <https://www.postoffice.co.uk/all-locations>

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