



[Redacted]

Date  
23 December 2024

[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/01519

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 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:

**“Please find attached an FI requests relating to Leeds city centre crown post offices.**

Under the Freedom of Information Act 2000 I request information on the following Crown Post Offices:

- **Leeds St Johns, 116 Albion Street, Leeds, LS2 8LP**
- **Leeds The Markets, 6-16 New York Street, Leeds, LS2 7DZ**

I would like the following information separately for each post office:

- **The number of posts**
- **The number of staff employed.**
- **The total number of transactions conducted in for the years, 2024, 2023**

and 2022, by calendar OR financial year, whichever is easiest.

- The total number of customers served in the years, 2024, 2023 and 2022, by calendar OR financial year, whichever is easiest.

[Clarification below received in a separate email]

By 'posts' I mean the number of established positions, by 'number of staff employed' I mean how many actual people are employed in each unit. I am seeking the both the establishment for each unit and the number of staff/people in working the units.

For I example, say I own a chain of coffee shops, I need six posts/positions to run Shop A, but I employ seven people, five full time and two part-time, to fill the seven posts/positions. If I shut Branch A, I would take six posts/positions off the books, but seven people would lose their employment.

For posts/positions I would like the number of full time and parttime posts/positions, but not if that means the cost threshold would be breached.

By number of staff employed I would like the number of actual people are employed in both units and by full time and parttime, but not if that means the cost threshold would be breached.

Similarly with the date spread, if the answering the full question would breach the cost threshold, then I would accept the data, for 1 November 2024, or the nearest available date within reason.”

We confirm that Post Office does hold the information that you have requested. We can confirm the number of Full Time Equivalent (“FTE”) staff at each branch you have requested. For the Leeds St Johns branch the FTE is 12.5. For the Leeds The Markets branch the FTE is 10.

However, we are withholding all other information. With regard to the number of posts/staff employed, the figure is 20 or fewer at both the branches you have requested, and so we have decided that the information should be withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data

relating to other persons. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that 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 it is important to ensure that small data is suppressed so as not to unlawfully disclose any personal data. Revealing the number of staff that work parttime or full time at a specific branch might lead to the identification of specific individuals based on working pattern. The individuals in question are private individuals and have no reasonable expectation that information about them in relation to their jobs would be disclosed to the world at large.

The total number of transactions and total number of customers served in the years, 2024, 2023 and 2022 is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure.

We recognise that there is a public interest in disclosure of information concerning details of Post Office branches, such as number of transactions and customers served. This information helps promote transparency in Post Office business and an understanding of how the Post Office network functions.

However, there is a strong public interest in withholding the information as it would be likely, if disclosed, to prejudice the commercial interests of Post Office. Disclosing this information would be likely to reveal performance across one part of the Post Office network that our competitors may use to the disadvantage of Post Office in general. These competitors can scrape publicly available information which then builds a picture of how the Post Office network and this specific branch runs. This allows competitors to target specific areas of perceived weakness in the Post Office network, which would hinder the growth of our network, including with our existing partners.

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](mailto: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](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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