



[Redacted]

Date
29 November 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01513

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 November 2024, 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 with our answers in turn below:

“Please confirm from your records if Post Office's Historical Shortfall Scheme is open to sub-postmasters who operated or continue to operate Post Office branches in WH Smith, Coop, Tesco, Londis, Budgens, Premier or Bargain Booze?”

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

The Horizon Shortfall Scheme (“**HSS**”) is open to operators who have or had a direct contract with Post Office to operate a branch. The scheme website and eligibility criteria can be accessed via this link:

<https://www.onepostoffice.co.uk/scheme>

In respect to your request specifically if a Post Office is operated in a retail outlet where the contract is with the Strategic Partner i.e. WHSmith, Tesco etc., then any employees would not be eligible to apply and would need to contact the relevant Strategic Partner. If the post office is operated in a retail outlet that is a license

operator or sub franchise from a corporate business i.e. Tesco, Londis etc then the contract would be with the sub franchisor or license operator, again an employee of the license operator/sub franchisor would not be eligible to apply and would need to contact their employer (the direct contract owner with Post Office).

“Also please confirm how many applicants have been turned away from the Historical Shortfall Scheme on account of them working or having worked at a post office branch located in a McColls store?”

We do not hold the information you have requested within our ineligibility records, as we do not keep a record of the specific Strategic Partner, other than an acknowledgement that the claimant did not have a direct contract with Post Office.

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/>

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