



[Redacted]

Date
12 December 2024

[Redacted]
[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01061

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 22 July, 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:

“Retail organisations tend to base their new store locations where they could achieve the best 'bang for buck' i.e. return on investment. This is normally weighted based on size of footprint, catchment/reach etc. What I am trying to understand is what eligibility criteria is used before establishing a new Post Office branch. I would also like to know who signs this off if at any senior level and what exceptions could be made when establishing a new location.

You may have a policy document that may allude to these answers which may be easier if referred to in the first instance and then i can come back with any reciprocal questions.”

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

Whilst there is no formalised policy document outlining the eligibility criteria used before establishing a new Post Office branch. Under section 16 of the FOIA and our duty to advise and assist, we can confirm that Post Office is mandated to have a minimum network size of 11,500 branches. In addition, Post Office is committed to

meeting the accessibility criteria set by Government. The criteria cover UK wide accessibility for total, urban, rural and urban-deprived populations. Moreover, the criteria ensure a strong geographical distribution of Post Office branches by including a separate criterion that works at postcode district level. Post Office's wide network coverage across the UK ensures that the Post Office is accessible for all. For additional information please refer to our latest Network Report:

<https://corporate.postoffice.co.uk/media/3l3jxiee/network-report-2023-final.pdf>

The branch network has evolved historically over time and is regularly reviewed to ensure that Post Office is using its limited funding to benefit the largest number of people across the UK. Therefore, we regularly analyse demand and provision across the network. This includes identifying gaps in provision as well as opportunities to meet evolving customer demand and enhance the sustainability of the network.

Similar to other retailers with large networks, Post Office uses a combination of information from its field team and also undertakes desk-top data analysis enabling the network decision team to assess the need for any new provision that may be required. As a matter of course, we must also consider whether funding is available before determining whether to advertise the opportunity to open a new branch location.

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