



Date
09 September 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear 

Freedom of Information Request – FOI2025/00585

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 14 August 2025, 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 provide the total number of incident of anti-social behaviour at Post Offices in Scotland, broken down into a table to reflect every financial year from 2021-22 to date.”

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

Please find a table below containing the ASB incidents reported at Post Office branches in Scotland from April 2021 to date:

Financial Year	ASB Incidents
2021/2022	42
2022/2023	35
2023/2024	38
2024/2025	26
2025 to Date	6
Total	147

The legal definition of Anti-Social Behaviour (“**ASB**”) under UK law is:

“Behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person.”

This definition is commonly used in legislation such as the Anti-social Behaviour Act 2003 and the Crime and Disorder Act 1998, and it helps public bodies like the Post Office determine what qualifies as ASB for reporting and response purposes.

We have interpreted ASB incidents to include behaviour where people are being aggressive, abusive, or intimidating to the Postmaster. It may be directed at the Postmaster or creating a nuisance within the branch (which is intimidating).

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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