



[Redacted]

Date
17 December 2024

[Redacted]

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01553

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 27 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:

“I am submitting a freedom of information request to ask for the following information:

- 1. What metrics were used to help you come to the decision to put the Grimsby town centre Post Office branch on the recently published 'at risk' register?**

We can confirm that Post Office does not hold the information you have requested. No decisions have made to put any branch ‘at risk’ and the Post Office does not recognise the term ‘at risk’ register.

On 13 November 2024, Post Office launched a new, five-year Transformation Plan that will deliver a New Deal for Postmasters, putting them at the heart of the business. To realise the Plan, Post Office is considering a range of initiatives to boost revenue, drive efficiency and reduce costs. As part of this process, we are considering the future of our Directly Managed Branches (DMBs), which are loss making.

We are inviting expressions of interest to operate Post Offices in all remaining DMB locations, including for Grimsby, to gauge market interest and explore whether franchising could be a viable option. We will review all responses, sharing the results with relevant trade unions and other stakeholders.

2. What is the current average monthly footfall for the Grimsby town centre branch?

3. What was the annual footfall for the Grimsby town centre branch in 2023/24?

The information you requested relating to the footfall figures for the Grimsby town centre branch 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 footfall numbers. 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.

4. What are the current projections for use of the Grimsby town centre branch in:

- a. 2024/25
- b. 2025/26
- c. 2026/27
- d. 2027/28

5. What impact do you see the Grimsby town centre regeneration plans having on footfall, particularly considering the planned small business hive that is set to open in January?"

We can confirm that Post Office does not hold the information you have requested in questions 4 and 5.

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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