



[Redacted]

Date
2 September 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [Redacted],

Freedom of Information Request – FOI2024/01007

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 6 February 2024, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). We sincerely apologise for the delay in our response.

“We would like to know:

1. How many branches are currently open on average for:

- a. Less than 5 hours per week**
- b. Less than 10 hours per week**
- c. Less than 30 hours per week**
- d. Less than 45 hours per week**
- e. 45 hours or more per week**
- f. 60 hours or more per week**

2. Of the branches that open less than 45 hours per week how many are

Main

Local

DMB

Traditional

Drop & Collect

Outreach

& and other model type

3. Of the branches that open 45 hours or more per week how many are
Main
Local
DMB
Traditional
Drop & Collect
Outreach
& and other model type

4. Of the branches that are 45 hours or more per week how many Main
branches earn per year over
a. £29,600, the uk average income in 2023
b. £40,000

5. Of the branches that are 45 hours or more per week how many locals
branches earn per year over
a. £29,600, the uk average income in 2023
b. £15,000

6. By model type (main/local etc) how many branches have
a. Evir
b. Amazon
c. DPD
d. DHL”

We can confirm that Post Office does hold the information you have requested. However, the information you requested 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, including opening hours and remuneration. 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 and postmasters, who operate their own businesses. Disclosing this information would be likely to reveal performance across the Post Office network that our competitors may use to the disadvantage of Post Office. These competitors can scrape publicly available information which then builds a picture of how the Post Office network 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.

Disclosure of this information may also harm the relationships with postmasters, which would then impact on our ability to deliver and/or retain the Post Office network levels. Therefore, we have concluded that the public interest in disclosure is outweighed by the public interest in maintaining the exemption.

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