



Information Rights Team
 Post Office Limited
 Ground Floor
 Finsbury Dials
 20 Finsbury Street
 London EC2Y 9AQ
 033 3665 3951

Our reference: FOI2020/00065

Mr Mark Daniels
request-643083-0ead0cc0@whatdotheyknow.com

28 February 2020

Dear Mr Daniels,

Freedom of Information Request – FOI2020/00065

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 04 February 2020, which I am dealing with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information:

In a recent reply to a FOI request - FOI 2020/00004. You provided details of Monthly Resignations for 2019.

Could you please breakdown these monthly figures into the following categories,

How many resignations were from,

- 1) *Converted LOCAL Branches.*
- 2) *Converted MAIN Branches.*
- 3) *Community Branches.*
- 4) *No Sollution/Hard to place Branches.*
- 5) *Outreach Branches.*

I can confirm that Post Office does hold some information you have requested, please find the information requested in the tables below:

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Walkaway Resignations received with no Incumbent Agent	34	21	18	15	19	17	38	14	31	29	16	18	270
Break down by type													
Local Model	8	7	4	5	1	6	14	6	17	4	4	6	82
Local Plus Model	8	1	4	3	8	3	6	1	3	4	2	2	45
Main	8	7	2	3	1	2	10	3	4	10	2	2	54
Scale Payment Sub Office (SPSO)	10	6	8	4	9	6	8	4	7	11	8	8	89
SPSO's Hard to Place	0	0	1	2	1	1	0	2	1	2	0	1	11

We are unable to provide all the information you have requested, but have provided the information that we hold that would be disclosable within Costs Limits. E.g. For outreaches branches, they are attached to a Core branch and as such would resign once the Core branch resigns.

There is no easily accessible centrally held information on historical outreaches attached to Core Branches, if we were to search for this information – this would take

a long time to verify and require reviewing old data, Post Office believes that to determine the exact information that you require would significantly exceed the cost limit set out under Section 12(1) of the Act.

The appropriate limit for Post Office is set at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and in locating, retrieving and extracting the information. Therefore, to search through our records in order to identify all of the information falling within the scope of your request would take significantly longer than 18 hours. Consequently, Post Office is not obliged by the FOIA to respond to the request.

Equally, hard to place branches are not be a separate branch type and as such are not centrally held. There were 11 branches where a suitable alternative operator was not identified under the Network Transformation Programme where resignations were received from the SPSO contracts – these are shown within the table as “SPSO’s Hard to Place”.

Finally, following the review of the resignations we identified a duplicate within the October figures so, the overall total was 270.

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I hope the information I have provided on this occasion is useful, however 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 below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
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
<https://ico.org.uk>

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kerry Moodie', enclosed in a thin black rectangular border.

Kerry Moodie

Information Rights Team

information.rights@postoffice.co.uk

<http://corporate.postoffice.co.uk/access-information>

@postofficenews

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