



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

Your reference:
Our reference: FOI2021/00098

Rohit Ammal Kaitheri
request-729096-4d68d244@whatdotheyknow.com

17 March 2021

Dear Rohit Ammal Kaitheri,

Freedom of Information Request – FOI2021/00098

I am writing in response to your email received by Post Office Limited ("**Post Office**") on 17 February, 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. I can confirm that Post Office does hold the information you have requested

This is regarding BRP redirection service from an indefinitely closed post office, e.g. Newcastle under Lyme, ST5 1PN, to an open Post Office, e.g., Manchester Spring Gardens Post Office M2 1BB.

The Manager at M2 1BB Post Office claims the service cannot be delivered unless the Post Office Manager at ST5 1PN responds. In case of Post Office indefinitely closed due to Covid19 spread risk, as per procedure set out for Post Office staff, is the Manager at the said Post Office not obligated to respond to any email from official emails sent by other open Post Offices.

In case of non-response from the Manager of the closed Post Office, what is the plan charted out by Post Office Management to recover all the pending works or mitigate further delays such as these?

Response:

- Under normal circumstances the request(s) is fulfilled within 7 working days.
- In the case of e.g. Newcastle Under Lyme (NUL) being closed for Covid related reasons this has not been possible.
- An alternative branch in the same area, e.g. Wolstanton, has now been authorised to conduct BRP secure card collect business.
- All BRPs which were at NUL at the time of closure have now been transferred to Wolstanton.
- There are 4 outstanding BRP redirections to Manchester Spring Gardens which were not at NUL at the time of closure.
- These BRPs are currently with a POL Stock Centre or CViT delivery hub and are due to be delivered to Wolstanton on Wednesday 17/03/21.
- Any outstanding BRPs showing as available at Wolstanton will be redirected to Manchester as a matter of urgency.

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

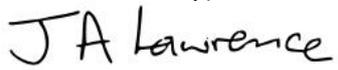
I hope the information I have provided on this occasion is useful, however if you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address below stating your reasons for your internal review request.

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,



Jackie Lawrence
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/secure-corporate/about-us/access-to-information/>
@postofficenews

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