



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

Your reference:
Our reference: FOI2021/00933

Phillip Green

request-802290-21f48565@whatdotheyknow.com

17th November 2021

Dear Phillip Green,

Freedom of Information Request – FOI2021/00933

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 26 October, 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 below in bold. I can confirm that Post Office does hold the information you have requested.

In your 'About Us' page you mention the following statement:

"Our role and reach"

Publicly owned following our separation from Royal Mail in 2012, we have modernised 7,500 branches, with over 200,000 extra opening hours and thousands of Post Offices now open early in the morning until late in the evening with many branches open seven days a week. The Post Office continues to evolve and adapt to meet the ever-changing demands of customers. In the last few years, as part of an exciting modernisation and investment programme, over 200 communities now have a brand new Post Office branch."

1) Can you advise when this statement was made?

This statement was made in relation to the Network Transformation Programme in 2019.

Is still fit for purpose i.e. the figures quoted correct?

Yes, with regards to our role and reach, the statement is still correct.

Like other retailers, the pandemic had an impact on the opening hours of certain branches and the ability for some branches to operate seven days a week as they did prior to Covid-19. However, since lockdown ended, services and hours are improving each month. Despite the pandemic, thousands of Post Offices were still open early in the morning until late in the evening and thousands of branches were open seven days a week. This remains the case as at end of October 2021.

Importantly, pre/during/post pandemic, 99% of the public were within 3 miles of a local Post Office, 97% were within 1 mile.

Please can you quantify the "extra opening hours" i.e. what was your baseline and when was it last compared against?

Baseline figures were taken as opening hours held by Post Office Limited in April 2012 and the extra hours figure was calculated as the difference in open hours between the baseline hours and the hours at the time the report was run. The last report was produced in April 2019

2) You also refer to there being 'thousands' of branches opening early and later and seven days a week:

How does that stand now?

41% of the Post Office's 11,500 network was open seven days a week as at end of October 2021.

How many communities have a 'brand new Post Office' now and how many of them have now closed?

We do not have any definition of or a data designation for community, but we can provide numbers of Post Office branches opened in new locations. As stated above, the pandemic paused many plans to open new Post Offices. Since the end of lockdown, these plans have been restarted:

| | New locations | Currently Open |
|------------|---------------|----------------|
| Pre Apr 21 | 539 | 479 |
| Apr-Oct 21 | 29 | 29 |

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 Team
Post Office Limited
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,

L Jackson

Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/secure-corporate/about-us/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