



John O'Sullivan

Date
30 May 2023

request-979288-
3015ec54@whatdotheyknow.com

Post Office
Ground Floor
Finsbury Dials
20 Finsbury Street
London EC2Y 9AQ
Classification:
Public

Dear John O'Sullivan,

Freedom of Information Request – FOI2023/00254

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 May, in which you asked:

Chairman Tim Parker said this" “We have ambitious plans to unlock the Post Office’s potential so that by 2025 we are a sustainable and sought-after franchise.

"What does POL believe the word "franchise" means and further does it consider SPM's to be franchise holders?

Is this reflected in the Sub Post Master Contract?

Post Office considers that your email does not contain a request for recorded information. Although your request can be in the form of a question, rather than a request for specific documents, the Freedom of Information Act 2000 (“**FOIA**”) does not oblige an authority to answer a question if this would mean creating new information or giving an opinion or judgment that is not already recorded, which applies to the question you have raised.

We would like to also refer you to the Information Commissioner’s Office (ICO) guidance on how to access information from a public authority, which can be found at the following link: <https://ico.org.uk/for-the-public/official-information/>



We deal with requests that do not fall under the FOIA through standard business enquiry processes rather than as a formal request for information, therefore in answer to your question, there is no fixed definition of a 'franchise' arrangement. It is essentially a commercial concept, there are a variety of different franchise models in the marketplace, and it is a term we regularly use.

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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