



Tim Bush

Date
17 May 2024

[request-1120197-1fd24343@whatdotheyknow.com](#)

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear Tim Bush,

Freedom of Information Request – FOI2024/00632

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 18 April, 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 verbatim in bold below:

“I request the following information.

The period from the first to the most recent POL Freedom of Information Act requests for which Mr Rodric Williams handled or oversaw such Freedom of Information Act requests and how many such requests that entailed.”

We want to be as open as possible in answering requests for information. The FOIA itself also requires us to provide reasonable advice and assistance to those seeking to make such a request. Unfortunately, your request is very broad and could cover a breadth of information, potentially going back many years. Gathering it together would therefore involve a significant cost and diversion of resources from the organisation's other work.

It may be helpful to explain why your request would involve a significant cost. The Information Rights Team manage the process of handling and responding to FOIA requests, with the assistance of colleagues within the business areas who have an understanding of the information we hold. We can confirm that as Mr Rodric Williams does not work in the Information Rights Team, he does not handle or

oversee any FOIA requests. It is, however, likely that Mr Williams has assisted the Information Rights Team on occasions, in order to locate information potentially within scope of an information request.

Since 1 January 2018, Post Office have received over 1,400 FOIA requests and to determine whether Mr Williams had any such involvement in an information request we would have to carry out a manual review of each casework file. Even if it were possible to review each case file in 10 minutes (a conservative time estimate), this would still take in excess of 233 hours. Please note, this does not include cases received by Post Office before 2018.

Section 12(1) of the FOIA allows Post Office to refuse a request for information if we estimate that the cost of complying with the request would exceed the appropriate fees limit, which currently stands 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. On the basis of our estimates, we consider that the cost would exceed this limit and, as such, we are refusing your request.

In accordance with our section 16 FOIA obligation to advise and assist you to reframe your request, if you were to make a new request for a narrower category of information, it may be that we could comply with that request within the appropriate limit. The best way we can help you is to ask you to consider narrowing down your request to focus more clearly on the precise information you are seeking. However, as explained above, given the Information Rights Team oversee and manage FOIA requests, we cannot suggest a way to narrow your request further.

Please note that if you modify your request, we will handle it as a new request and so the 20-working-day deadline for responding to requests would then commence from the date that we receive the modified request and may also be subject to the cost limit or other FOI exemptions.

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/>

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