



Information Rights Team  
Post Office Limited  
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148 Old Street  
London  
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T 020 7250 2647

Ms Andrea West  
[request-167807-cab115db@whatdotheyknow.com](mailto:request-167807-cab115db@whatdotheyknow.com)

Our reference : FOI201311211024

02 January 2014

Dear Ms West

Ref: Freedom of Information Request – FOI201311211024

I am writing in response to your email received by Post Office Limited on 15 December 2013, which I am dealing with under the terms of the Freedom of Information Act 2000.

In your email you have requested information to the following question:

**Original request:** *If i look to relocate into my retail shop (a list of hundreds of potential offices is available on your website) a post office can you tell me how many staff hours it will take to generate this additional income.*

You subsequently provided further clarification: *If i go to your website and randomly pick an office for sale will you be able to answer as to the time it takes to carry out the transactions required to achieve the income you are advertising?*

We have assessed your request but consider we are not obliged to comply with it as we consider it to be a vexatious request. Section 14(1) of the Freedom of Information Act 2000 provides that Post Office Limited is not obliged to comply with a request for information of this nature.

It is considered your request is vexatious because this is the sixth request you have made enquiring into the transaction timings and income/ wage to be earned since 06 July 2013; the theme of your requests are similar or the same and extend over a short period of time. A record of your requests is included below:

1. 06 July 2013: Transaction times
2. 09 August 2013: Transactions earning subpostmasters, the national minimum wage to carry them out on Post Office Limited's behalf?
3. 14 September 2013: Transaction times and rates of pay (national minimum wage)
4. 15 October 2013: Transaction times, subpostmasters' earnings and business plans
5. 21 November 2013: Transaction times needed to achieve income

We confirmed in our previous responses to you, dated 02 August, 09 September, 14 October and 15 November that the information you had requested is not information that Post Office Limited routinely

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generates or records for its day to day operations, that subpostmasters are engaged by Post Office Limited via a contract for services and are not therefore employees of Post Office Limited and with regard to transaction earnings considered to be commercially sensitive.

In our previous response to you dated 15 November we considered your question of the 15 October not to be a request for recorded information. We did though consider that the answer to your question was already known to you, being provided in our responses to your requests dated 06 July, 09 August and 14 September.

In considering the vexatious nature of this sixth request we have reviewed the frequency of your requests and our responses; the timeframe of the requests have been made at least once a month. We consider that the six requests for the same or similar information within such a short interval are not reasonable. The information being requested is also not likely to change, so even if a reasonable length of time was given between requests the outcome would be the same.

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.

Senior Engagement & Involvement Manager  
Post Office Ltd  
Information Rights Team  
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[foia@postoffice.co.uk](mailto:foia@postoffice.co.uk)

If, having requested an internal review by Post Office Limited, 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: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Yours sincerely



**O. Olabopo**

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<http://www.postoffice.co.uk/our-publication-scheme>