



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

Your reference:
Our reference: FOI2022/00793

Mr John O'Sullivan
request-918885-42da1450@whatdotheyknow.com

21 December 2022

Dear Mr O'Sullivan,

Freedom of Information Request – FOI2022/00793

We are writing in response to your email received by Post Office Limited ("**Post Office**") on 30 November, which has been dealt with under the terms of the Freedom of Information Act 2000 ("**FOIA**").

We can confirm that Post Office does hold some of the information you have requested in your email shown below in bold:

"What procedures are used to work with a SPM to help them keep their branch?"

Post Office Area Managers have several tools available to help support Postmasters with the efficiency and profitability of their branches which includes supporting branch alignment and the flow of customer visits. As part of this they help ensure that branches have the correct number of staff in place to support their branch's customer flow. These tools also support Postmasters with compliance and conformance, by providing tips and guides on how to avoid any issues happening in the future.

A key support function of the Area Manager is to positively influence the income for the Postmaster. This includes face to face and remote training around transactional and product knowledge. This helps to ensure customers are given correct information and advice regarding the products and services the branch has to offer which can maximise opportunities for branches to offer customers additional products and services.

Please note that Post Office Area Managers are there to support Postmasters run their Post Office branch. Sometimes Postmasters decide to close their shop, and consequently their Post Office branch, as a result of cost pressures they face with the retail side of their business.

"What causes POL to reject candidates who apply for a branch that a notice to leave notification is currently on?"

Candidates may be unsuccessful if any vetting is failed, if they were not successful with the financial assessment or suitability assessment.

"Why is it you refer to a SPM keeping their branch but don't recognize the phrase their Post Office? What is the distinction?"

We refer to 'their branch' rather than 'their post office' to make a distinction between Post Office as an organisation and each individual branch.

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

We hope the information we 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.

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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,

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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