



Date
05 June 2024

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2024/00297

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 15 February, 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 wish to understand the reasons for the reduction of Post Office services to be offered at
One Stop Shop -
41 Bennetts Road North
Keresley End
Coventry
CV7 8JX**

Can i please see any emails. notes, memos, letters, reports, telephone notes or handwritten notes from the last 2 years, relating to the reduction of postal services in this shop. I do not require any personal information but i would like to know the positions of any senior persons who have dealt with the matter, to allow the community to contact them and seek alternative solutions. There is a strong public interest in the disclosure of this information because the post office is a much used and highly valued service in this community and it will be sorely missed by old people and others with limited mobility if it is downgraded. Currently, the services include banking, bill payments, postage, dispatch and collection, special delivery etc. this is to be reduced to drop and collect and bill

payments.]

Please reduce the time period of the request so that it is able to fit within the cost limits. Prima facie as you have estimated 2 years of records at 35 hours of work, it seems plausible that one year of records, from jan 23 to jan 24 would incur 35.5 hours of work.

If i am wrong in my estimate please reduce the time period covered further so as to fit within the cost limits, working backwards from jan 24.”

We can confirm that Post Office does not hold the information you have requested.

We carried out electronic searches using the following keywords and phrases: (“Keresley End” OR “204205”) and “reduction”, and “services”, with the time period of 1 January 2023 to 21 January 2024, which identified over 381 hits. However, upon completing a review of the data we located, there was no responsive information for your request.

You can find the latest details regarding the branch via our consultation hub on the following link: https://www.postofficeviews.co.uk/national-consultation-team/keresley-end-cv7-8jx-204205/supporting_documents/Keresley%20End%20CV7%208JX%20%20Updated%20Information%20Letter.pdf

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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