

Case Reference	Case Title	Wording of Request	Response Date	Outcome
FOI2025/00091	FOI - Name of [REDACTED]	I have visited most of your many many "not user friendly sites" all of them were not fit for purpose, my simple question is this:- what is the name of your post master/mistress at your branch located at [REDACTED] trusting that you will show me the courtesy of a prompt and accurate response I remain,	14/02/2025	Refused in full - S. 40
FOI2025/00082	FOI - Number of postmasters in NFSP, Voice of the Postmaster or CWU	SPM who are members of NFSP or Voice of the Postmaster or CWU: Dear Post Office Limited: Please can you say how many serving SPM are members of each of these bodies that represent them and consult on their behalf with the Post Office in arranged structured meetings.	25/02/2025	Granted in full
FOI2025/00065	FOI - Complaints received by Post Office about incorrectly labelled mail	HOW MANY RECORDED ISSUES DO YOU HAVE ON FILE FROM NOVEMBER 31:2024 to 15:01:2025 WHERE ITEMS SENT HAVE BEEN COMPLAINED ABOUT DUE TO ADDRESS LABELLING ISSUES	18/02/2025	Granted in full
FOI2025/00038	FOI - Old Kent Road FAD Code	I am writing with the anticipation that you can assist me with my below query. As the Post Office is a Public corporation, under the Freedom of Information Act, I am requesting the FAD Code of Old Kent Road Post Office, SE1 5UB. I can be contacted on this email address. I look forward to hearing from you as soon as possible as this information is easy to acquire, and in any event, within 20 working days.	13/02/2025	Granted in full
FOI2025/00037	FOI - HSS Queries 01.04.24 - 31.12.24	Please can you provide me with the following information in regard to the Horizon Shortfall Scheme (HSS). How many applications have been submitted to the scheme between 1 April 2024 & 31 December 2024. Of the total number of applications submitted during this time frame, how many applicants have been offered the option of accepting a payment of £75,000.00 Of the total number of applicants that have been offered £75,000.00 how many have taken up this option. Of the total number of applicants that have taken up the option of the £75,000.00, how many have been paid in full. Please note for all areas of information requested. This is only for the time period between 1 April 2024 and 31 December 2024.	12/02/2025	Granted in full
FOI2025/00035	FOI - List of Franked Mail Boxes	Please can I have a list of franked mail boxes that can be used to post franked mail when post office branches are not open.	04/02/2025	Information not held

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FOI2025/00027	FOI - Call Off Contracts Framework Agreements	<p>I would like to make a freedom of information request.</p> <p>I am doing a research project investigating call-off contracts in the public sector. I have identified several potential call-off contracts awarded by the Post Office, but I can't find details of the framework agreements they were awarded from.</p> <p>I have attached an Excel file that contains the information I am looking at. The last two columns ("Title of framework used" and "Further framework info") is where I am missing information. Please could you provide the name of the specific framework agreements or DPS agreements used here. If there is any further info which you think would help me locate the framework agreements (e.g., a link to the framework's Contract Finder or FTS listing, the framework provider, or a widely-used reference number such as CCS's RM codes), please use the final column for this.</p> <p>Please note that I have identified these contracts as possible call-off contracts, so some of them might not be. Some could be, for instance, procured directly (without being called off from a framework agreement), or could be themselves notices of the establishment of a framework agreement. Therefore I would kindly ask you to specify in these incidences what kind of procurement was used in the "Title of framework used" column.</p> <p>I have provided the title, description, the publication date, and procedure type used to award each potential call-off, as well as a URL link to the call-off in question and a unique reference ID for each potential call-off. Please let me know if there is anything else you need to complete the request.</p>	04/02/2025	Granted in full
FOI2025/00018	FOI - Money Orders and Bills of Exchange Policies	<p>I would like to know:</p> <ol style="list-style-type: none"> 1. Whether Post Office Limited accepts money orders as a form of payment or as a deposit. 2. The policies and procedures in place for handling money orders. 3. Whether Post Office Limited accepts bills of exchange and any other related financial instruments. 4. The policies and procedures in place for handling bills of exchange and any other related financial instruments. <p>Please provide any relevant documents, policies, or procedures that detail the acceptance, processing, and handling of these financial instruments.</p>	10/02/2025	Information not held

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FOI2025/00017	FOI - Passport Photographs	<p>Dear Post Office Limited,</p> <p>People applying for passports have to provide a photograph. Some Post Offices may have facilities to provide these. Could you please tell me if now, or at any time in the past, people working for businesses that take and provide photographs for this purpose, must not have any convictions for sexual offences.</p> <p>In addition could you please tell me if there is, or ever has been, a ban on people with such convictions working for the Post Office.</p>	13/02/2025	Information not held
FOI2025/00008	CCTV Systems Manufacturer & Vendors Data Details	<p>I would be most grateful if you would provide me, under the Freedom of Information Act, the following information:</p> <ol style="list-style-type: none"> 1. What brand of CCTV cameras are in use? If there are multiple please provide a list 2. How many cameras are in list across the estate? (If there are multiple vendors please could you provide a breakdown of how many devices per vendor) 3. What is the annual spend on new CCTV cameras? 4. Who is the senior officer (outside of procurement) responsible for this? 5. When did you last replace the cameras? 6. When are the existing cameras due to be replaced? 	11/02/2025	Refused in full - S. 31, S. 40
FOI2024/01628	FOI - WFH/Office Hours	<p>1.What are the Post Office's expectations for office attendance for staff who are contracted to work at one of the organisation's offices? Please provide this in days per week or proportion of working hours spent in office - ie a percentage.</p> <p>2. Please provide the average attendance at Post Office offices. I understand there is at least one office in London and another in Chesterfield. Could you please provide the office attendance averages - against headcount expected at each office, for each building. If this measure is calculated in a slightly different way, I am happy to accept a measurement that may be easier to present. Please provide this for the most recent calendar year (2024) and on a monthly basis.</p> <p>3. Over the last calendar year (2024) - please provide attendance for the Senior Executive team office attendance. Please provide this for each individual within the team and on a monthly basis.</p>	20/02/2025	Refused in part- S. 40

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FOI2024/01564	FOI - Follow up to Billingham Post Office Closure	<p>This Freedom of Information request is a follow up to one I submitted earlier in 2024, Your Ref FOI2024/00333. You provided a response document, file name ICO2024 01270 DN Amendments Redacted.pdf .</p> <p>The information I request is referenced on ICO2024 01270 DN Amendments Redacted.pdf, on an E mail from [REDACTED] from page 5. The E mail is dated 20th October 2023, title RE:NCT16025 - Post Office Limited - Billingham - TS23 2ND - Temporary Closure.</p> <p>In it, [REDACTED] states "NDA have reviewed the plan for the area, the advert to reopen as a main has been removed and the intention now is to advertise for 2 locals North & South of the town centre area"</p> <p>With reference to the above statement, please provide the following information:</p> <ol style="list-style-type: none"> 1. The current or most up to date plan for the area that "NDA" were quoted as reviewing. 2. The advertisements for what were quoted as the "2 locals". 3. If no adverts were never published for the 2 locals, all information relating to why the adverts were not published. 	03/02/2025	Refused in part - S. 43
FOI2024/01533	FOI - Transactions between PO & Fujitsu	<p>I am writing to request details of transactions between Post Office and Fujitsu from 2012 to present relating to the Horizon software, under the Freedom of Information Act 2000. I am requesting this in line with ICO guidance on publication of material by companies that are wholly owned by the public.</p> <p>I want to request the following information:</p> <ol style="list-style-type: none"> 1. Details of Transitional Support Service arrangements/agreements between Post Office and Fujitsu from 2012 to present relating to the Horizon software: <ol style="list-style-type: none"> a. Please list the date the agreement was made b. List the term of the agreement c. List the value of the agreement 2. Details of payments made by Post Office to Fujitsu from 2012 to present relating to Risk & Resilience projects: <ol style="list-style-type: none"> a. Please list the date the agreement was made b. List the term of the agreement c. List the value of the agreement 3. Payments made by Post Office to Fujitsu from 2012 to present for Intellectual Property Rights licences involving Horizon software/code 4. The "Trinity" contract agreed between Post Office and Fujitsu in late 2015. The "Trinity" contract related to Fujitsu making a proposal to extend the Horizon/HNG-X contract in place of the IBM contract which was terminated. <p>Please provide a list of payments made to Fujitsu regarding this contract.</p> <p>Please also list the value of the termination fee paid to IBM by Post Office.</p> 5. The Data Centre contract awarded to Fujitsu by Post Office after the introduction of the Towers Model. Please list the date the contract was awarded and value of the contract, as well as the length of the contract. 	13/02/2025	Refused in part - S. 43

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		<p>6. Payments made by Post Office from 2012 to present for maintaining the Belfast data centre which houses the Horizon system</p> <p>7. Payments made by Post Office to Fujitsu relating to Group Litigation from 2016 to 2020, including payments concerning witness evidence, as well as payments regarding data and information provision.</p> <p>If you are encountering practical difficulties with complying with this request, please contact me as soon as possible (in line with your section 16 duty to advise and assist requesters) so that we can discuss the matter and if necessary, I can modify or shorten the request.</p>		
FOI2024/01486	FOI - Ffrith 3	<p>Could we try a 6 month period & only material related to Network Transformation, please? So, 01/06/2017 & 01/12/2017. Also is there a way of paying for excess time spent? This would save putting multiple requests in over time to cover the period of interest.</p> <p>[Original request: Please can you provide any communications (emails, letters, etc) internal & external that you have copies off, relating to (or sent to) Ffrith post office, Victoria Road West, Prestatyn, LL19 7YF between 01/06/2017 & 01/06/2018?]</p>	04/02/2025	Refused in full - S. 40, S. 43