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**Our ref: 2287713**

21 March 2022

Dear ###

We write further to your request which was received on 22 February 2022 and which states:

1. I would like copies of ALL documents (such as emails between officers, papers to the Board etc.) relating to the cessation of the PO Box collection facility at Douglas Sorting Office. This would include any minutes of the Board Meetings relevant to this subject.
2. Copies should include all internal papers from start to finish, regarding why the facility, which was opened a number of years ago by the then Chairman Geoff Corkish MHK, has now been closed.
3. I would like copies of any assessments on who thought it was a better idea to have people stand and queue to collect mail via the counter, rather than check the box themselves which had zero impact on the counter operation."

While our aim is to provide information whenever possible, in this instance the public authority does not hold or cannot, after taking reasonable steps to do so, find some of the information that you have requested.

I have detailed below the information that is held.

1. I would like copies of ALL documents (such as emails between officers, papers to the Board etc.) relating to the cessation of the PO Box collection facility at Douglas Sorting Office. This would include any minutes of the Board Meetings relevant to this subject.

The PO Box collection facility at Douglas Sorting Office has not closed. Customers have the ability to collect mail from the counter, as they would for any items that require a signature. It is only the self-serve facility that has been removed.

2. Copies should include all internal papers from start to finish, regarding why the facility, which was opened a number of years ago by the then Chairman Geoff Corkish MHK, has now been closed.

[See previous response.](#)

3. I would like copies of any assessments on who thought it was a better idea to have people stand and queue to collect mail via the counter, rather than check the box themselves which had zero impact on the counter operation.

A review of the collection of mail from the PO boxes was included within the 2021/22 operating plan, drafted by the General Manager for that division and approved by the Executive team in April 2021. This was one small part of the overall strategy to handle parcels more efficiently at POHQ.

While queues can sporadically occur at the counter they aren't the norm. The decision to discontinue the self-serve collection method to free up the space reflected the low utilisation of the PO Boxes and customer use of alternative methods; some customers utilising the redirection service and most customer's familiarity with collecting from the counter when significant volumes of mail are present or an item needs to be signed for.

Please quote the reference number 2287713 in any future communications.

### **Your right to request a review**

If you are unhappy with this response to your freedom of information request, you may ask us to carry out an internal review of the response, by completing a complaint form and submitting it electronically or by delivery/post.

An electronic version of our complaint form can be found by going to our website at <https://services.gov.im/freedom-of-information/Review> . If you would like a paper version of our complaint form to be sent to you by post, please contact me and I will be happy to arrange for this. Your review request should explain why you are dissatisfied with this response, and should be made as soon as practicable. We will respond as soon as the review has been concluded.

If you are not satisfied with the result of the review, you then have the right to appeal to the Information Commissioner for a decision on;

1. Whether we have responded to your request for information in accordance with Part 2 of the Freedom of Information Act 2015; or
2. Whether we are justified in refusing to give you the information requested.

In response to an application for review, the Information Commissioner may, at any time, attempt to resolve a matter by negotiation, conciliation, mediation or another form of alternative dispute resolution and will have regard to any outcome of this in making any subsequent decision.

More detailed information on your right to a review can be found on the Information Commissioner's website at [www.inforights.im](http://www.inforights.im).

Should you have any queries concerning this letter, please do not hesitate to contact me.

Further information about freedom of information requests can be found at [www.gov.im/foi](http://www.gov.im/foi).

I will now close your request as of this date.

Yours sincerely

FOI Co-ordinator