

OFFICIAL SENSITIVE

PS

Oliver Page

**Meeting with Officials: update on the Post Office, 8N,
3pm to 3:45pm, Thursday 27th February 2020.**

Purpose

An update meeting with officials on the Post Office

Attendees

Carl Creswell, Director – Professional Business Services, Retail and Post Office

Tom Cooper, Director, UKGI

Alex Cole, Assistant Director, UKGI,

Beth White, Deputy Director – Post Office and Sectors Briefing Hub (by phone X63950)

Agenda Item:	Discussion
Litigation •	We will update including on how POL are implementing their commitments in the settlement, further changes to their legal team and renewed parliamentary interest focusing on how POL will be held to account. The Chairs Letter is a key element of setting BEIS expectations of POL reporting to BEIS on the ongoing actions.
Company Strategy and 5 Year Plan. •	Key POL has presented headlines from its <i>Purpose, Strategy, Growth</i> review and an initial financial plan covering the Spending Review period. We are commissioning consultancy support to test their plan and expect negotiations to be tough.
Long-Term Vision	We will be testing with Minister Scully our draft long-term vision, which will be our focus for ensuring POL's SR Bid delivers on Government's expectations for the Post Office. We will also be looking to adapt this in time to reflect the changing environment the Post Office operates in. Draft statement at Annex
Preparation for your forthcoming meeting with Nick Read on 12 March	Please see attached org chart

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Annex**Draft Long-term vision statement:**

Post Office Ltd is a Government-owned, commercially-focused business with a strong social purpose. Through its extensive and accessible network of branches the Post Office delivers essential services that are hugely valuable - to both individuals and SME businesses – in urban and rural areas across the UK. These include mail, parcels, cash, basic banking, utility bill payment facilities and Government and public services.

The Post Office must continue to grow a thriving commercial business together with delivery of its social purpose. The building blocks of the Post Office's social purpose are:

- Delivering a convenient and trusted local service offer that meets customers' needs, working closely with Postmasters who play an important role in their local communities.
- Ensuring its services continue to be easily accessible to all consumers, but particularly vulnerable groups who rely on them the most.
- Supporting the Government's access to cash and financial inclusion agenda by ensuring that basic cash and banking services are available throughout the network to meet the needs of individual customers and SMEs.

Delivering these services enables the Post Office to also contribute to the Government's broader social and economic priorities, locally and nationally. The Post Office has a key role to play in high streets across the UK, helping keep town centres vibrant and playing a role in levelling up communities throughout the country.

Consumer use has and will continue to change over time. The Post Office will need to continually adapt its services so that these meet the needs of its diverse customer base. The Government assesses the Post Office's delivery of its Social Purpose through its ongoing role as the company's sole shareholder.