



Department for
Business, Energy
& Industrial Strategy

BEIS Hot Topics Pack: November 2017

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Post Office Limited

Top lines

- Government recognises the **important role post offices** play in **communities**.
- **Manifesto commitment** to safeguard the Post Office network.
- The network is at its **most stable in decades** due the significant investment that has been made to maintain and protect it.

Facts and figures

- Government **provided nearly £2 billion** investment from 2010 to 2018.
- Government **consulted on public's expectations of the Post Office at end 2016**.
Response will be provided in due course.
- **Over 11,600** post offices in UK - largest retail network in the country
- Over 4,400 branches open on Sunday.
- **93% of UK lives within 1 mile** of a post office.
- Around **17 million customers** and a third of SMEs visit post offices every week.
- **Separated from Royal Mail in April 2012**. It remains in public ownership.

Attack: **Criticism of POL franchising** some of its directly run Crown post offices.

- Franchising is a successful way of sustaining Post Office services on our high streets.
Crown losses reduced **from £46 million p.a. in 2012 to financial break even today**.
Branches are not closing, but are either being franchised on-site or relocating to a nearby location, typically offering the same services.
- Service quality is not reduced – **customer satisfaction with franchised branches is as high or better** than when they were traditional Crowns.

Attack: Allegations about the Post Office's **Horizon IT system**.

- This is an operational matter for Post Office Limited. **As legal proceedings are underway, I am unable to comment further**.

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