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**THE POST OFFICE NETWORK**

Government response  
to public consultation

MAY 2007



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# Executive Summary

Post offices play an important social and economic role in the communities they serve. But with new technology, changing lifestyles and a wider choice of ways of accessing services, people are visiting post offices less. The network's losses rose from about £2 million a week in 2005 to almost £4 million a week last year and are likely to increase further unless action is taken to make the network more sustainable.

However, the Government remains committed to maintaining a post office network with national coverage and is putting in place a new policy and financial framework to achieve this. On 14 December 2006, the Government initiated a 12 week public consultation on a range of proposed measures, underpinned by the investment of up to £1.7 billion, to modernise and reshape the network and to put it on a stable footing.

We received over 2,500 responses, more details of which are provided in section 1 of this document and in Annex A. This document summarises the responses to the seven specific questions posed in the consultation document together with wider comments on the post office network and its future role and direction. It also sets out the Government's decisions in the light of the consultation.

In particular the Government has decided (subject to EC state aid clearance) to provide total funding of up to £1.7 billion to 2011 to support the necessary changes to the network to put it on a more stable footing and to provide continuing support for the social network.

We will introduce a new framework of minimum access criteria to maintain a national network of post offices and, in particular, to protect vulnerable consumers in deprived urban, rural and remote areas:

- Nationally, 99% of the UK population to be within 3 miles and 90% of the population to be within 1 mile of their nearest post office outlet.
- 99% of the total population in deprived urban areas across the UK to be within 1 mile of their nearest post office outlet.

- 95% of the total urban population across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total rural population across the UK to be within 3 miles of their nearest post office outlet.

In addition for each individual postcode district:

- 95% of the population of the postcode district to be within 6 miles of their nearest post office outlet.

In applying these criteria, Post Office Ltd will be required to take into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands to avoid undue hardship.

Post Office Ltd will also consider the availability of public transport and alternative access to key services, local demographics and the impact on local economies when drawing up area plans.

Post Office Ltd will be required to ensure that, by the end of local area plan implementation, in every postcode district, without exception, 95% of the population will be within 6 miles of their nearest post office outlet.

The Government funding will support strategic changes to the network with up to 2,500 compensated closures within the access criteria framework above. The Government expects that Post Office Ltd will implement this over an 18 month period from summer 2007. Post Office Ltd will be establishing new Outreach locations to provide access to services and Government will provide support for about 500 of these to mitigate the impact of the compensated closures.

A new account will be introduced to succeed the Post Office card account, available nationally and on the same basis of eligibility as now. The Government will be tendering for this service in accordance with EU rules.

Post Office Ltd will draw up area plans for closures and other changes in service provision within the framework above. Post Office Ltd will be initiating this process immediately and will in due course seek information and input from relevant parties including Postwatch, subpostmasters and local authorities as area plan proposals are developed for local public consultation.

Nationally, there will be around 50-60 area plans, based predominantly on groupings of parliamentary constituencies but allowing Post Office Ltd and Postwatch the flexibility to establish different boundaries where local considerations dictate otherwise.

Individual local area plans will each be subject to a 6 week public consultation. The role of Postwatch and local authorities in the development of proposals for, and local consultation on, closures and other changes in service provision is set out in a Memorandum of Understanding signed by Post Office Ltd and Postwatch and described in more detail below. In drawing up this Memorandum of Understanding, Post Office Ltd and Postwatch have drawn extensively on the lessons learned from the Urban Reinvention programme.

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This process will also allow an opportunity both to assess how local authorities can better engage with Post Office Ltd to channel more business through post offices to help strengthen their viability and also to explore the scope for co-hosting or co-locating post office services with local authority facilities under the network change programme or more widely in establishing Outreach services.

We will be working on proposals for devolving greater responsibility after 2011 for decisions on post office service provision to a local level and for providing greater flexibility for local funding decisions.

# Introduction

## Background

Post offices face a long-term challenge. Developments in technology and service delivery channels – such as online services, e-mail, telephone and Internet banking and retail services – enable people increasingly to make choices as to how they communicate and do business. Cumulatively the impact of these wider options is becoming substantial. Some four million fewer people are using their post office each week than two years ago. The network losses each week have risen from £2 million in 2005-06 to £4 million in the 2006-07 financial year. Against this background, the National Federation of Subpostmasters has recognised that the current size of the network of over 14,000 offices is unsustainable and the House of Commons Trade and Industry Committee has acknowledged that many witnesses giving evidence to them also believe that the network is unsustainable.

Post offices provide key services in villages, towns and cities across the country and play an important social role in addition to their economic value. In recognition of this, the Government has invested £2 billion since 1999 to support the network and has confirmed that it will continue to make financial support available. On 14 December 2006 it put forward for public consultation its proposed future strategy for the post office network based on a funding package of up to £1.7 billion to 2011 to maintain a national network and to help Post Office Ltd make necessary changes to transform the network and put it on a stable footing for the future.

The Government's future strategy and funding package, together with the introduction of access criteria, recognise the social and economic role of post offices and also reflect its commitment to safeguard sustainable communities and to provide Post Office Ltd with a flexible framework to respond to new developments. The Government is committed to working with councils, agencies and local people and recognises the value that post offices add to local communities. It will provide continuing support of up to £150million per annum for the social network for the period until 2011. Together with the

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introduction of Outreach and support for community-run post offices, this will ensure that a national network with national coverage remains viable.

Beyond 2011, there will be continued need for public support of the social network. The access criteria set out in this document will provide a framework to ensure a national post office network with particular safeguards to protect vulnerable consumers in deprived urban and rural and remote areas. The criteria also provide a framework within which Post Office Ltd will be expected to respond to and make provision for new and developing communities

This package of Government measures is complemented by the steps that Post Office Ltd is taking to modernise the commercial network, restoring the Crown offices to profitability, investing in new product offerings and looking at innovative ways of delivering services that people need more cost effectively.

Changes to the size of the network are necessary but measures to protect vulnerable communities will be put in place. In addition to access criteria, there will be a significant expansion of Outreach services provided by subpostmasters to nearby small communities.

Collectively the Government's proposals are designed to deliver a national network on a stable footing.

## Consultation Process

The Government's public consultation on its strategy proposals for the network ran for 12 weeks from 14 December 2006 until 8 March 2007.

The consultation generated over 2,500 responses from individuals and from organisations and representative bodies at both local and national levels. The responses from many organisations and representative bodies reflected views and comments submitted by their members or allied groups.

In March the Trade and Industry Committee also issued its report 'Stamp of Approval? Restructuring the Post Office Network' following its inquiry.

During the consultation period and before it, Ministers and officials also had extensive contacts with key interested parties, including Postwatch and its Counters Advisory Group (with its wide range of customer representative bodies), Postcomm, the Commission for Rural Communities (and at specifically convened focus group meetings in rural locations) and the National Federation of Subpostmasters (at Executive Council and Branch meetings).

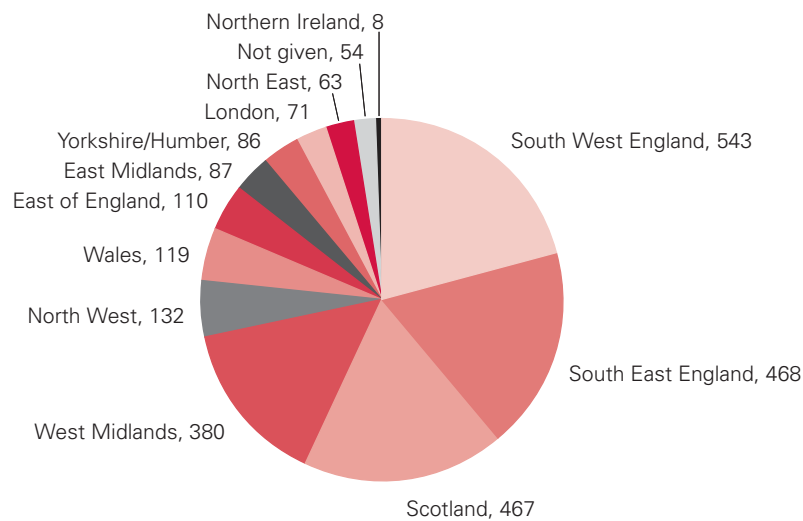
Many Members of Parliament have contributed to parliamentary debates on post office network issues and there has been a series of interdepartmental working group meetings. All of these events and contacts provided valuable insights and views on the issues facing the post office network and the role of post offices in the communities they serve.

All of these contributions have been reviewed and assessed for the views and concerns expressed, proposals put forward, conclusions drawn and

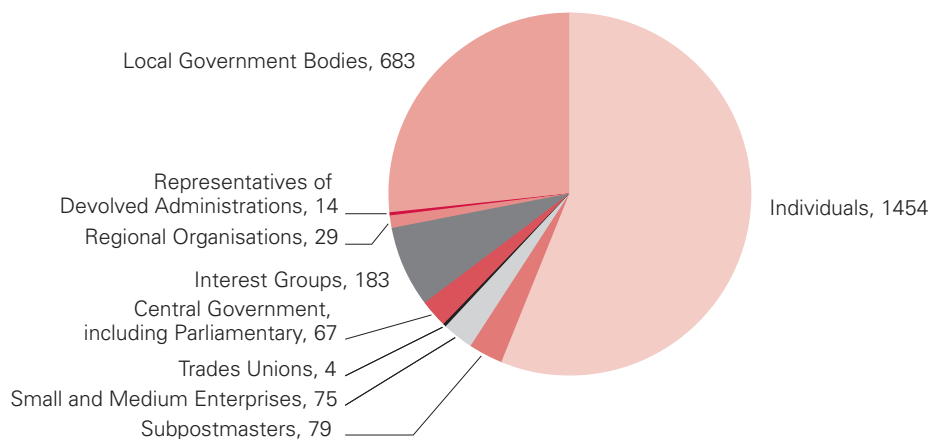


recommendations made. They have been helpful in informing and shaping the Government's final decisions.

### Responses by Country/English Region



### Breakdown of Respondents by Type



## Analysis of Themes

There has been widespread recognition of the scale of the problems the network faces, the need for action to put the network onto a more stable footing and general support for, or acceptance of, the following key strands of the Government's proposed strategy:

- its recognition of the importance of the social and economic role of post offices
- its recognition of the need for continued subsidy to support those parts of the network that can never be commercial but which provide key services in rural and deprived urban communities;

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- the introduction of access criteria to maintain a national network and to protect vulnerable consumers;
- the commitment to a very substantial funding package
- the commitment to a successor to the Post Office card account beyond 2010 and
- the use of Outreach services to mitigate the impact of closures.

On more specific aspects, many responses focused on:

- the definition of the social and economic role of post offices,
- a breakdown of the funding package,
- the future sustainability of the network;
- how future attrition can be mitigated,
- the range of factors to be considered in conjunction with access criteria in proposing closures and other changes in service provision, and
- the length of the local consultation period and of the programme overall.

# Responses to Questions in the Consultation Document

## Future Network Strategy

**Q1. Do you think the Government's forward strategy for the post office network addresses all the key issues and challenges the network faces?**

**Q2. Are there other significant factors affecting the future of the post office network which appear to have been overlooked in the Government's proposed approach?**

A large majority of responses addressed these issues together and both questions are therefore taken together in the Government's response below.

The summary does not attempt to repeat every comment made but aims to include the issues that were common to many responses and concerns that were widely reflected in a range of responses.

## Sustainability

A large majority of respondents welcomed the Government's commitment to maintain a stable national network with national coverage and also welcomed Government's acknowledgement that post offices have a social as well as an economic value. It is widely recognised that people are changing the way in which they access services and that the network needs to change to ensure it is better able to capture business and provide new services that people want in the future. Many respondents accept that the current network is unsustainable and some closures are necessary but stressed the social role played by the post office network and the importance of giving due weight to this, alongside economic considerations. There was widespread emphasis of the role of post offices in promoting social inclusion and acting as the social hub of many communities.

A number of respondents questioned whether the proposals were sufficient to put the network on a genuinely sustainable footing for the longer term and called for specific commitments to funding beyond 2011 to provide greater certainty for both customers and subpostmasters.

The Government recognises that further funding will be required beyond 2011. We fully accept that parts of the network can never be commercial and that continued funding will be needed. But it would be premature to make a judgement now about what level of subsidy might be required in four years time given the changes planned for the network in the intervening period.

Without continuing public support, a purely commercial network would comprise fewer than 4,000 branches; implying over 10,000 closures. That cannot be allowed to happen. That is why the Government is providing continuing support to maintain a network with truly national coverage and putting in place detailed access criteria to ensure this, with supplementary criteria focused to ensure reasonable coverage in areas where the social need is greatest.

The purpose of this funding package is to bring stability to the network by 2011 by reducing losses and becoming more competitive whilst ensuring that the social needs of rural and disadvantaged communities continue to be met.

We see no justification for increasing the size of the network as suggested by some respondents. It remains larger than all the banks and building societies combined. It is not the absolute number of post offices which is important but where they are positioned and the ways in which services are provided that will help sustain the network's viability and provide the national coverage to which the Government is committed.

## Funding

The ongoing commitment to a Social Network Payment both up to 2011 and beyond was generally welcomed but some consultees expressed concerns that its extension to the non-commercial urban network after March 2008 would result in an overall reduction in support for the rural network. Many respondents also asked for a breakdown of the £1.7 billion funding package. Some argued for a larger subsidy to avoid the need for any closures and others pressed for the Social Network Payment to be maintained at a level which ensured that the needs of sparsely populated and deprived areas were met. Several respondents suggested that there should be direct support to subpostmasters and funding to help refurbish and improve rural post offices.

The Government has decided that from April 2008, the Social Network Payment should support non-commercial offices across the entire network, not only rural ones. It considers that the overriding priority is to maintain a national network with national coverage as set out in the access criteria. This will require support for non-commercial outlets in urban as well as in rural areas. Post Office Ltd will be making further significant savings through reductions in central costs and overheads, combined with more cost effective delivery of services and the strategically planned closure of up to 2,500 offices. This means that the proposed social network payments

will be sufficient to underpin the whole of the non-commercial network without adverse impact on the support available for the rural part of the network.

The Government notes the requests for the £1.7billion funding to be broken down. Up to £750million is set aside for the Social Network Payment to 2010-11. The Social Network Payment will not be used to fund compensation to subpostmasters leaving the business. These costs will be provided for separately together with funding for ongoing losses. A more detailed breakdown will not be available until Post Office Ltd has developed its detailed proposals for reshaping the network at local level.

Post Office Ltd is planning to establish a small fund to encourage new investment in Core and Outreach facilities and in branches facing access and capacity issues as a result of reshaping of the network.

## Unplanned closures

Some respondents asked about the impact of further unplanned closures over and above the compensated closures of 2,500 offices, and called on the Government to prevent significant unplanned closures creating gaps in the network by retaining the no avoidable closure policy.

The Government accepts that there will inevitably be some natural exits moving forward, in addition to compensated closures under the programme. That is inevitable (for example if a subpostmaster decides to retire or move on, or even if their associated business is proving to be unprofitable) and neither the Government nor Post Office Ltd can prevent that. The Government's access criteria will however establish a minimum level of coverage that Post Office Ltd will be required to continue to ensure. Unplanned closures will be counterbalanced by replacements if those criteria would no longer be met. It is not possible to maintain a static network as new premises or replacement subpostmasters cannot always be found, but the access criteria will replace the no avoidable closure policy and ensure that a national network of post offices is maintained.

## Social role

Many respondents stressed the social role played by the post office network and the importance of giving due weight to this, alongside economic considerations.

The Government agrees. Without ongoing public support a purely commercial network would comprise fewer than 4,000 branches; implying over 10,000 closures. That cannot be allowed to happen. That is why the Government is providing very substantial ongoing financial support to maintain a network with truly national coverage. To ensure that national coverage, the Government is also putting in place detailed access criteria, with supplementary criteria focused to ensure proper coverage in areas where the social need is greatest.

## Government, local authority and banking services

Many respondents suggested that central and local government should closely examine the scope for retaining or offering more services through post offices to strengthen the viability of both the network and individual offices. There were also calls for all retail banks to make their current accounts accessible at post offices. The integration of post office services with the provision of other rural services was also seen as providing a potential synergy which could help create community service hubs adapted to local circumstances. On the other hand, one respondent believed that further subsidy to the post office threatened to distort the market and was unfair to alternative providers of the same services such as bill payment.

The Government notes the suggestion that more public services should be channelled through the post office network but rejects the notion that Government departments and local authorities should be required to do this at the expense of customer choice. People want to choose from a range of methods by which, for example, they can pay their bills or car tax. Increasingly people prefer to use telephone- and Internet-based access to Government services and find these more convenient. People have choices and are entitled to exercise them.

Equally Government departments cannot simply choose to award Post Office Ltd contracts to deliver certain services. EU rules and best practice in achieving value for money require transparent procurement and open competition. Many other private businesses provide similar, if not identical, services to those provided at the post office and to exclude them from the opportunity to bid for delivery contracts would potentially be unlawful under EU procurement law. Furthermore, it can only be right that Government departments and local authorities are required to find the best value options for delivering their services to ensure the best use of taxpayers' money.

It is, however, important that Post Office Ltd is given every opportunity to pursue Government business. Network change will put Post Office Ltd on a much stronger footing to compete for business in future, and to develop strong and innovative bids for delivering Government and other services. Post Office Ltd maintains regular links and contact with Government departments to ensure they are alert to all future business opportunities.

At present all the UK's major banks, along with the Nationwide building society, provide at least one basic bank account that is accessible at the post office. Some choose also to make their current accounts accessible over the post office counter. However some choose not to do so for commercial reasons, which may include concerns around cost or the potential loss of customers to a competitor. Ultimately these are commercial decisions for the banks and Government cannot force them to make their accounts available if they have taken considered commercial decisions not to do so. Discussions between the banks and Post Office Ltd continue on this matter but access to the retail banking services of all the

High Street banks through the post office network, however beneficial, must be a commercial decision for the individual banks and Post Office Ltd to make.

We shall encourage Post Office Ltd to explore further the scope for more cost effective delivery through co-location with other community services when such opportunities present themselves. Current pilot trials of shared service location based on post office premises include those with the police in Norfolk, Fife and Powys.

We will also be exploring how local authorities might channel more business through post offices to help strengthen their viability and to explore further the scope for co-locating post office services with local authority facilities as has been successfully done in Reading.

## Closure strategy

Some respondents expressed concern about further closures in urban areas so soon after the urban reinvention programme and many respondents pressed for Post Office Ltd, in selecting offices for closure, to balance economic viability, customer usage and social role against subpostmasters' preferences.

Although urban reinvention went some way in aligning urban post offices to the numbers of users, there remain urban areas where several post offices are providing services in the same catchment area. It is right that this level of provision be looked at again to enable Post Office Ltd to optimise coverage and efficiency. The access criteria proposed for urban and urban deprived areas will however ensure that proper coverage is maintained in urban areas.

The strategy is to get the right service in the right area to meet the access criteria and ensure national coverage. Post Office Ltd needs to be able to make compulsory closures to ensure these objectives are met. Closure decisions will not be determined by subpostmasters' preferences though there will be cases where there is a strategic fit between a closure proposal and the subpostmaster's wish to leave the network. Post Office Ltd and the National Federation of Subpostmasters have signed an agreement on compensation payment terms and arrangements

## Crown offices

Whilst there was support for Post Office Ltd's strategy for modernising and improving Crown post offices, there was some opposition to further franchising. An alternative viewpoint was that less should be spent on Crown offices in favour of maintaining the rural network and ensuring the continuity of post offices in areas with no alternative rather than supporting the Crown network in areas where there is a concentration of businesses providing similar services. Some respondents asked whether Government support would be used to support the Crown network and expressed concern about distortion of competition.

The Crown network is heavily loss-making, with forecast losses of £70 million this year. Post Office Ltd's vision for the Crown offices is for a smaller national chain of 'flagship' offices which pioneers new technology such as self-service channels. Post Office Ltd sees the retention of Crown branches as vital for the expansion of new business areas given that these branches account for over 60% of the sales of new financial services products. The problems of this part of the network cannot be ignored. In developing an overall strategy for a viable national network, Post Office Ltd needs to modernise the Crown network and restore it to profit by reducing its cost base and generating additional revenue by growing its financial services offer. By pursuing link-ups with well established, respected retail partners such as the recently announced commercial deal with WH Smith, Post Office Ltd can both cut unacceptable losses and maintain, if not improve, customer service. Converting a Crown office to a franchise office does not reduce the number of post offices – it is a different means of providing the same services.

### Role of local authorities

The proposal to investigate what future role local authorities might play in decisions influencing the shape of the network and delivery of services beyond 2011 was generally welcomed in the responses.

Government is working with the relevant organisations and administrations with a view to deciding, in the longer term, the extent that funding and decision making on the provision of local services can be devolved to local level. The involvement of local authorities in the forthcoming network change programme will provide an opportunity to explore ways in which local councils can work with Post Office Ltd to help mitigate potential gaps in service and the potential role that local authorities could play in future funding decisions.

### Social and economic factors

A number of respondents questioned whether the social cost of closures had been fully factored into the Government's strategy and commented on the need to offset the withdrawal of Government and other public services by increasing the subsidy to the post office network. Many respondents also questioned whether the Government's proposals adequately reflected factors such as impact on local small retail businesses (including the last shop in the village), availability of public transport, the environmental impact of increased car use, alternative access to key services, local demographics (especially the impact on older people) and impact on local economies. Many respondents commented on the importance of local access to post office services for small businesses and home workers, a significant and growing element of the local economy, particularly in rural areas, and many were concerned that the loss of the local post office would result in additional travel time and costs and reduced opening/working hours.



The consultation document stated that closures will principally affect a combination of branches in areas of over-provision and those that are least used. Post Office Ltd will be tasked with taking a strategic overview of service provision to ensure that in areas of over-provision, people should be able to find an alternative branch nearby and the vast majority will still be within walking distance of their nearest office. With the least used, the number of people affected will, by the nature of the offices, be low. The introduction of new access criteria will minimise the impact by ensuring that the network remains readily accessible across the UK – with far greater coverage than any other retailer or financial service provider or indeed any other public service provider

A number of studies have sought to put a price on the social and economic value of a post office, but this will vary from location to location as an assessment is highly dependent on the demography of the area. Some studies also indicate that people quickly adapt to new ways of accessing the post office services. But the retention of a large national network with continuing comprehensive coverage will ensure that many people will be largely unaffected by the changes.

## **Access criteria**

**Q3. Do you have comments on the national access criteria proposed?**

**Q4. Do you have specific comments on the access criteria proposed for deprived urban and rural areas?**

The consultation document proposed a framework of access criteria to establish a minimum level of coverage nationwide and in areas of particular need.

A large majority of responses addressed the issue of access criteria and many of the responses to these two questions overlapped. The responses to both questions are therefore taken together below as is the Government's response.

Many respondents welcomed the Government's proposals to introduce access criteria as a step in the right direction.

A number of parties asked for further clarification of how the access criteria would apply and an explanation of the urban/rural area definitions for the purposes of access criteria. Some questioned whether the proposed criteria provided sufficient protection at local level and some argued that specific access criteria should be applied at country (England, Northern Ireland, Scotland and Wales) or a more local level.

The Government's intention is to establish a comprehensive set of criteria applying at national level to ensure that access to post office services continues to be available across the country. Four of the criteria will apply at national level:

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- Nationally, 99% of the UK population to be within 3 miles and 90% of the population to be within 1 mile of their nearest post office outlet.
- 99% of the total population in deprived urban areas across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total urban population across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total rural population across the UK to be within 3 miles of their nearest post office outlet.

In addition the following criterion will apply at the level of each and every individual postcode district, establishing a minimum level of coverage at a very local level.

- 95% of the population of the postcode district to be within 6 miles of their nearest post office outlet.

The access criteria replace the requirement placed on Post Office Ltd to prevent avoidable closures of rural offices. But it is important to note that these criteria represent the minimum levels of accessibility and in many, if not most, cases actual coverage will be greater.

The emphasis of our policy is to maintain a national network with national coverage. We reject therefore the proposal that the criteria above should be applied at the level of individual countries or smaller local areas.

Accessibility to a post office for most people will be covered by the national criteria. However, in more remote areas where the population tends to be widely dispersed, it could be the case that they are not captured by the national criteria - an issue picked up by many respondents. The introduction of the postcode district criterion will address this issue and provide protection to those communities.

There are some 2,800 postcode districts (the first half of the postcode e.g. GU51) in the UK. We believe that a requirement to ensure that 95% of the population in every postcode district is within 6 miles of their nearest post office provides protection at a local level. In the consultation document our proposal was to exempt 38 postcode districts that currently do not meet the criterion. However, we have reflected on the comments received and concluded that no postcode district should be exempt from meeting this standard. In implementing local area plans, following local consultation, Post Office Ltd will be required to ensure that every postcode district provides that coverage, without exception. Post offices in the 38 postcode districts that currently fail the criterion will not be compulsorily closed during the transformation programme and Post Office Ltd will look to fill the gaps in coverage at the time that they develop local area plans so that by the end of each implementation plan, every postcode district in the local area plan will be required to ensure that 95% of the population is within 6

miles of the nearest post office outlet. This may mean that some new post offices will be required to open.

Many respondents believed the deprived urban criterion to be a diminution of the current protection which they assumed ring-fenced from closure those branches located in deprived urban areas where the nearest branch was more than half a mile away. There were also many calls for an extension of the criterion to cover the 15% most deprived urban areas and for specific provision for deprived rural areas.

Currently there is no protection for access to post office services in deprived urban areas. The half mile 'ring-fence' protection only applied for the purposes and duration of the urban reinvention programme and focused on the retention of the specific post office rather than taking account of the closest branch to customers. Our proposal focuses provision on accessibility rather than protection of post offices solely because of the distance to the next one, irrespective of the number of people that they actually serve.

The introduction of the specific protection for deprived urban areas, in addition to the national criteria, further safeguards these vulnerable communities. We proposed that the protection would apply to the 10% most deprived urban areas but have decided, in light of responses to consultation, to extend this to ensure that the 15% most deprived urban areas are protected

We understand the requests for further explanation of the definitions in relation to the access criteria. We have elected to continue to use the urban/rural divide that applied in respect of the urban reinvention programme. The definitions are:

Urban – a community with 10,000 or more inhabitants in a continuous built up area.

Rural – a community not covered by the definition of urban above.

Deprived Urban – the most disadvantaged urban parts of the UK.

To ensure a fair balance between the countries in the UK, urban deprived areas will be defined by reference to the most deprived 15% of Super Output Areas in England, 15% of Data Zones in Scotland, and 30% of Super Output Areas in Wales and Northern Ireland. This takes into account the proportional spread of disadvantaged areas across the UK<sup>1</sup>.

1 Each nation produces separate Indices of Multiple Deprivation. This means that the 15% most deprived areas across the UK cannot be specifically identified from existing data. A blanket 15% application across each nation would not be equitable or reflect the relative need of each country (since an urban area outside the 15% most deprived areas in one country might have greater need than an area within the 15% most deprived in another). We have built on the approach developed for the application of stamp duty relief, and sought to apply the same protection to each nation as that experienced by its most comparable English region (based upon appropriate socio-economic indicators). As a result 15% of urban areas in England and Scotland will be defined as 'urban deprived' and 30% in Wales and Northern Ireland.

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Many respondents welcomed the proposal to tailor access criteria to take account of significant local geographical constraints such as rivers, mountains and valleys, motorways and sea crossings to islands and other practical constraints like railways to avoid undue hardship. We also received many responses asking that other factors be added, including the availability of public transport, actual travelling distances and times by road or other routes accessible on foot, and other socio-economic factors including the wider economic impact on communities. Some respondents took the view that the distances proposed in the criteria would be physically taxing for many customers if making both legs of the journey on foot. The key concern of many respondents was that access criteria had to be relevant to people at the local level with appropriate safeguards for the vulnerable and proper consideration given to factors relating to people, place and provision of essential services. The need for the criteria to be responsive to future population trends with particular reference to areas of population growth was also raised.

**We recognise the force of the points above and in applying the access criteria, Post Office Ltd will be required to take into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands to avoid undue hardship. Post Office Ltd will also consider the availability of public transport and alternative access to key post office services, local demographics and the impact on local economies when drawing up area plans. Post Office Ltd will demonstrate how these factors have been considered in arriving at their plans in each local consultation document.**

Many respondents also called for parity of treatment between rural and urban areas, between countries within the UK and for parity to be maintained.

**We agree that no particular part of the network and no particular group of people should be significantly more adversely affected by closures or other changes in service provision than any other. We therefore expect that Post Office Ltd will be making roughly similar numbers of closures in rural and urban areas. We also expect that when developing detailed area plans Post Office Ltd will reflect the principle that no country within the UK and no group of inhabitants at the area plan level should be significantly more adversely affected than any other.**

## Ensuring that access criteria continue to be met

Several respondents asked how access criteria would be monitored and enforced to ensure that potential gaps in the resulting network from unplanned closures would be avoided. It was asked how monitoring might note changes over time in most deprived area rankings and check compliance in development areas which experience sizeable population growth.

**The Government considers that external monitoring of and responsibility for reviewing of Post Office Ltd's compliance with the access criteria should rest with Postwatch (and subsequently its successor body – the National Consumer Council). Postwatch already contributes to the annual report on**

the network prepared by Postcomm and the role of periodically monitoring and reviewing compliance with access criteria would be a logical extension of that work. Discussions are in progress on the nature of the monitoring and review arrangements.

## Relationship to the universal service obligation

Some respondents asked how the new access criteria would relate to Royal Mail's universal service obligation and whether Outreach services would be part of the universal service. Some also called for the access criteria to include a minimum service obligation for all post offices and Outreach outlets including minimum opening hours and a minimum range of products.

It is the responsibility of Postcomm to define and protect the universal service and to ensure licence holders' compliance with the universal service obligation. The Government has established these access criteria in recognition of the social role which the post office network performs in addition to its role in providing postal services. These criteria are separate from, and independent of, Royal Mail's universal service obligation which is a matter for Postcomm. It is therefore for Postcomm to enter into discussions with Royal Mail Group to ensure that the universal service obligation is not in any way compromised in fulfilling access criteria requirements.

Decisions about local service offerings and opening hours are a matter for Post Office Ltd and local subpostmasters, reflecting the needs and demand in local communities. It is not appropriate for the Government to intervene in this or seek to set national standards for matters which are best considered at local level.

There were also calls for consideration to be given to the potential for integrating post office services with other local services.

We believe that local people are best placed to understand the needs of their communities but we also recognise the continuing need for national provision. We will be reflecting on experiences of local involvement in light of the forthcoming change programme and will be considering further what role local authorities might play in the future provision of services.

## Closure programme & the future network

A number of respondents questioned the scale of the closure programme and the potential for the network to decline over time significantly below 12,000 outlets as a result of further uncompensated closures yet still be within the requirements of the accessibility criteria.

The Government believes that the access criteria ensure reasonable coverage levels on a nationwide basis. We have set a maximum number of compensated closures as we believe that a network of around 12,000 branches will be sustainable. However, the market in which post offices

## The Post Office Network

operate has changed dramatically in recent years and is likely to continue to evolve. Post Office Ltd must be able to develop with that market and it would be wrong for Government to invest in their future while at the same time placing arbitrary and inflexible constraints on them. Some closures are unavoidable and this is likely always to be the case.

The Government decided on a network closure programme of 2,500 offices following detailed consideration with Post Office Ltd. In arriving at this decision, we were aware of the need to balance the social needs of the network with the cost to the taxpayer of continuing to fund a national network.

As was stated in the consultation document, Post Office Ltd cannot continue to sustain current levels of losses. The network as it stands is unsustainable. In addressing these losses, Post Office Ltd will need to take a strategic approach to the network. While significant efficiency savings have been identified, the scale of losses cannot be properly tackled if the network remains at its current size. The Government has to strike a balance between ensuring that the network remains accessible, particularly to vulnerable groups, and the heavy cost to the taxpayer. We believe that a net closure programme of 2,000 – as 500 new Outreach access points will replace some closures – enables us to meet those goals.

## Local consultation

Respondents welcomed the commitment to local consultation on Post Office Ltd's proposals for closure and associated changes in service provision and were keen to see wide engagement to ensure that the views of local people are taken into account before any final decisions are taken by Post Office Ltd. Many consultees were keen to see early input from local authorities to the development of local area plans. Many respondents sought an increase from 6 to 12 weeks for the consultation period on local area plans. Many also thought that an 18 month period for the whole programme was challenging and should be extended to allow for the complexity of matching closures with Outreach arrangements without gaps in service. A contrary view called for local consultation to be carried out speedily to minimise continuing uncertainty for subpostmasters and customers

The Government notes the arguments but has decided to confirm its decision for a six week local consultation period. That reflects the approach followed during the latter stages of the urban reinvention programme. The early stages of the local process will involve detailed area plan development discussions with Postwatch and the involvement of local authorities in advance of formal public consultation. When combined with the subsequent six weeks of public consultation, the Government believes that this will enable sufficiently robust consultations to take place at a local area level. We are also mindful of the fact that the organisation representing subpostmasters has argued for a speedy local consultation

to minimise uncertainty for subpostmasters and customers, an issue acknowledged by other respondents.

Post Office Ltd's timescale for developing, and consulting publicly at local level on, local area plans for changes in post office service provision is 90 days overall. In the pre-public consultation phase, Postwatch will provide input and advice on how best to meet the area criteria while achieving changes to the network that are sensitive to customer needs, implement Government policy requirements and minimise adverse customer impact. The aim is to assist Post Office Ltd in developing a practical area plan for a sustainable network to put to public consultation. During public consultation, Postwatch will ensure that the right people are being consulted, that the consultation process is being properly observed and that issues raised are promptly shared with Post Office Ltd. After public consultation, Postwatch will consider the responses and discuss the specific issues raised with Post Office Ltd. There is also provision for Postwatch to nominate individual branches for further discussion and joint review by Postwatch and Post Office Ltd before final decisions are reached.

Post Office Ltd considers that implementation of the changes, including the introduction of new Outreach services, within an 18 month period is deliverable. The Government confirms the decision to aim to complete the programme within that period.

## **Delivery of Services**

**Q5. Do you have any suggestions as to how services might be better delivered through the post office network?**

### **One stop shops**

Many respondents called for Government to recognise and support local post offices as focal points or 'information gateways' for national and local Government products and services enabling all vulnerable groups access to vital services in their communities.

The suggestion that post offices become 'one stop shops' for Government services has been voiced on numerous occasions. This is an area which Government has looked at previously. In 2002 we provided £25m for the 'Your Guide' pilot to test the concept of post offices as a one-stop shop for advice on Government services. The impact of the 'Your Guide' pilot was limited with 85% of customers commenting that they would have found the information they obtained elsewhere. The pilot showed that the costs of rolling out a publicly funded national scheme would be excessive and would not represent value for money given the size of the likely customer base that would use and benefit from it.

## Extension of opening hours

A number of respondents believed consideration should be given to extending opening hours at post offices to broaden the customer base and increase footfall. The absence of Saturday opening by smaller rural offices was seen as a significant impediment to accessing services in such areas.

The core opening hours for a full time post office branch are 09:00-17:30 weekdays and 09:00-12:30 on Saturdays. Where the branch operates an open plan or combined retail and post office counter, retailers are encouraged to offer post office services for extended hours, preferably to the same times as the associated retail. Therefore subpostmasters can, if they choose, open the post office for longer than the core hours but their remuneration would be based solely on the value and volume of the post office products or services sold. In some rural branches the level of business generated does not cover the costs of operating on a full time basis. In order to maintain services in that location the subpostmaster is contracted to open on a restricted hours basis and receives a fixed payment for the number of hours under the terms of the contract. In branches offering restricted opening the subpostmaster can still choose to offer Post Office services for longer and many do choose this option as they are in attendance anyway.

## Open network to other mail service providers

Many respondents called for the network to be opened up to other mail providers as a means of strengthening the viability of sub post offices.

The Government recognises the benefits of competition. It is clear that encouraging extra business into the network is absolutely essential. It is simply wrong to suggest that there are barriers to competitors. We opened up the postal services market with the Postal Services Act 2000 and any mail company that wants to use the post office network can approach Post Office Ltd to discuss a commercial agreement. In the event that a deal cannot be reached the matter can be taken up by the Regulator.

At present, Post Office Ltd only provides mail services for Royal Mail and Royal Mail uses the network to satisfy its regulatory obligation to provide service access points. The company is alive to the potential benefits to be had from providing package and parcel collection services at post offices. Royal Mail already offers a parcel collection service through the network. Its 'Local Collect' service enables customers ordering goods from selected mail order catalogues and Internet suppliers that use Royal Mail (and Parcelforce Worldwide) services to have goods delivered to a post office if they do not expect to be at home when the delivery is made. Alternatively, people can elect to have their Royal Mail package or Parcelforce Worldwide parcel redirected to their local post office for collection later for a small charge.



Clearly this is a developing market, and we will continue to encourage the Post Office to take opportunities where they exist. Post Office Ltd stands ready to develop its business in this area. Realistically, however, it is unlikely that any new commercially negotiated deal between Post Office Ltd and other mail providers would create significant volumes of new business and revenues for subpostmasters; rather it is likely to be a substitute for Royal Mail business.

## POca

Respondents generally welcomed the Government's decision to continue with a new account after the current Post Office card account (POca) contract ends in 2010 in view of their importance for financially and socially vulnerable people. Many also offered views on the replacement POca with some suggesting increased functionality, such as ATM access and a direct debit facility, with simple application procedures and for anyone switching to the replacement POca a seamless process with no requirement for new applications and no change to the existing PIN numbers.

We understand the concerns about the future POca and note the suggestions made. The scope for introducing new functions in the replacement product will be considered as part of the product design and tendering process, but, as mentioned in response to Questions 1 and 2, we must recognise that one of the attractions of the POca is its simplicity and we do not simply wish to create a basic bank account by another name when there are many such accounts already on the market, many of which can be used at the Post Office. We share the aim that any change from the existing product to the new product is as seamless for customers as possible, and this will again be taken into consideration as part of the product design and tendering process.

## Credit Unions

Some respondents suggested that working closely with Credit Unions would help the post office extend financial inclusion and generate new business.

This is a commercial matter for Post Office Ltd and the Credit Unions. There have been some discussions between Post Office Ltd and the Credit Union body at a national level on the scope for working together and they continue to explore all the possible options.

## Financial services

A number of consultees suggested that Post Office Ltd should introduce a greater mix of financial services to suit low-income customers and to help meet social and financial inclusion objectives.

Post offices are now the leading supplier of foreign currency exchange services. In a venture with the Bank of Ireland, Post Office Ltd has in recent

years introduced a wider range of financial services. The Government's proposals support Post Office Ltd's efforts to develop new financial services products, building on their existing success in this area. For example, the Instant Saver account, introduced in April 2006 has proved very popular with customers as has car and home insurance. The venture partners continue to look for products that are well matched to the needs of Post Office Ltd's customers. In common with all providers of financial services, Post Office Ltd is bound by the regulatory framework set by the Financial Services Authority. Subpostmasters are not qualified to give financial advice but can and do act as introducers to financial products available through the post office. Beyond this, there is no obstacle to expansion of financial services available and Government will continue to encourage Post Office Ltd to explore all possible opportunities in this market.

### Parcel delivery/collection

Many respondents wanted post offices to offer a parcel delivery and collection point service.

Royal Mail already offers a collection service through the post office network. In addition, the 'Local Collect' service enables customers ordering goods from selected mail order catalogues and Internet suppliers that use Royal Mail (and Parcelforce Worldwide) services to have goods delivered to a post office if they do not expect to be at home when the delivery is made. Alternatively people can elect to have their Royal Mail package or Parcelforce Worldwide parcel redirected to their local post office for collection later for a small charge.

### Outreach

#### Q 6. Do you have any comments on Outreach arrangements as a means of maintaining service to small and remote communities?

Many respondents agreed that Outreach has the potential to provide a more cost effective service in areas with low footfall whilst offering a mutually beneficial option where another small business acts as 'host' site for post office services.

Of the four generic Outreach types, respondents generally see the 'Partner' and 'Hosted' services as the most preferable alternative to a fixed branch. While sensitivities about location may need to be taken into account, many diverse locations such as pubs, petrol stations village halls and churches are already being successfully used.

There was a general welcome for the idea of a mobile post office as a means to maintain service, particularly in remote rural areas. Though the mobile post office has received significant attention and levels of acceptance where it has been trialled, it is clearly something of an unknown for the majority of respondents who have no personal experience of using it. As a result, a wide

range of concerns was raised over logistical and operational issues. Many respondents expressed concerns that a mobile office might not be available when they needed it and there were also substantial concerns about security.

Others suggested that it would be sensible to explore whether there might be the potential to link mobile post offices with other mobile services as has been piloted by Post Office Ltd working with a mobile library in Enniskillen, Northern Ireland.

The 'Home' service was seen as the least preferable alternative service for individual users. Many respondents expressed a concern that despite the additional convenience, having services delivered to the door was in fact least preferable because it removed the reason to leave the house and therefore reduced social interaction. However, it is apparent that in some instances, the Home service has been successful in supporting the needs of small businesses with Core sub-post offices in Aldeburgh and Glastonbury having arranged for mail pick ups directly from small businesses that have signed up to the service.

**In our consultation we set out our proposals that, building on trials in place since 2005, Post Office Ltd should introduce some 500 Outreach services to mitigate the consequences of some managed post office closures. We indicated that we would provide support for Post Office Ltd to open new Outreach locations to provide access to services for small remote communities by building on the success of the pilot trials including mobile post offices and post offices hosted in other locations such as village halls, community centres or pubs.**

We welcome the overall acceptance in the responses of the need to explore more cost-effective means of providing post office services, particularly in remote areas. Respondents generally agreed with the principle of increasing scope of the Core and Outreach approach. It has also been helpful to receive detailed suggestions for how implementation of Outreach, beyond the existing pilot schemes, can be best achieved.

## Shared concerns

Whilst many were supportive of the introduction of new service delivery methods, there was an over-riding concern that there should not be any decrease in the availability or range of services provided. There was also a strong emphasis on engaging with communities at an early stage to determine their usage requirements and on local authorities and parish councils being involved in local consultation on changes to service.

Many respondents commented that Outreach, as a replacement for a fixed branch, would need to be carefully tailored to local circumstances as regards type and availability of service offered.

**We want Post Office Ltd actively to engage with local authorities and communities, through a process of local consultation and ahead of establishing Outreach services, so that they can be tailored to individual**

circumstances and stand the best chance of acceptance and success. The company should take account of local usage patterns and ensure that Outreach services are adequate to accommodate the level of demand. Where possible, the company should ensure that the social benefit of Outreach is maximised by arranging availability to fit with local activities. The company should also investigate the level of demand for making Outreach services available in areas where there is no longer, or has never been, a fixed post office service.

### Specific concerns

Some consultees were sceptical about the financial benefits and the viability of Outreach and had concerns that the proposed number of Outreach would not be sustainable. The technical reliability of the portable or mobile equipment for some types of Outreach service was also a concern to some respondents

Post Office Ltd will need to continue to work with the National Federation of Subpostmasters so that entrepreneurial subpostmasters who are willing to offer Outreach services, and are well placed to do so, are incentivised and are remunerated accordingly.

Post Office Ltd's pilots have shown that Outreach services can yield significant cost savings and the continued operation of the pilots has enabled the company to overcome initial teething problems and achieve very high levels of technical and service reliability, demonstrating the sustainability of the Outreach model.

### Community ownership

**Q 7. Do you have comments on the practicality of community ownership of parts of the post office network, which might involve the transfer of assets to community organisations and/or the establishment of local mutual or co-operative organisations to own and run local services?**

Many respondents broadly welcomed the potential for greater community involvement, taking the view that Post Office Ltd should be encouraged to engage actively with any communities expressing an interest in adopting a community ownership solution. However some questioned whether this was a means of transferring a Government public service provision problem over to communities whilst others expressed concerns about the long-term sustainability of community owned models which rely on the goodwill and funding of local residents. Others raised concerns about security and questioned whether the role and services provided by post offices are suited to community ownership given the levels of training and knowledge required of subpostmasters and whether access to post office services should be contingent on community enterprises.

The community ownership model was seen as being capable of successfully catering for rural communities of between 400 – 1,000 people. It was thought

work should be done to identify a community ownership contract that would help facilitate development of the community ownership model. As pointed out by the National Federation of Subpostmasters, there are also financial service regulations that subpostmasters abide by and this poses further issues when seeking to expand further the concept in this field.

The vast majority of post offices are private businesses – traded commercially. Having a community run its own office will not, on its own, make it financially viable from Post Office Ltd's perspective.

But there are currently some 150 thriving community-owned shops in the UK, many of which already incorporate post offices. And it is clear from the comments received that there is widespread interest in the concept of establishing more. The Government has since published the Quirk review into community management and ownership of assets, Making Assets Work, and its response which set out practical proposals for removing barriers to increasing community ownership. The Quirk Review recognises that community ownership can play a role in enhancing the local environment and giving local people a bigger stake in the future of their area.

The Government wants to encourage more community-run post offices where they are viable. We recognise that the processes can be daunting. The Government will therefore work with stakeholders to ensure there is suitable advice available to interested parties and that community ownership is promoted as a possible means of maintaining post office services where other options are not available. We will also expect Post Office Ltd to engage constructively with groups who present a viable case for community ownership in those circumstances.

# Next Steps

Having reached its final decisions, the Government believes it is important to implement its strategy for the post office network as soon as is practicable and is consistent with sound preparation and planning.

Key steps for Government include obtaining state aid clearance from the European Commission for the Government funding package underpinning the post office network strategy. A notification will now be submitted. In addition, Parliamentary approval for elements of the funding package will be required and this will be sought before the Summer Parliamentary recess.

The Government is particularly keen that measures that will help to contain or reduce the network's losses and to reduce damaging uncertainty over future service provision for customers and subpostmasters should be taken forward as soon as possible. The programme of compulsory closures together with the introduction of Outreach will therefore be a priority.

Government will continue to work up proposals on the scope for devolving greater responsibility for decisions on post office service provision to local authorities and devolved administrations and for providing greater flexibility for local funding decisions.

Post Office Ltd will develop its network change programme within the framework of the access criteria and the wider factors which they will be required to take into account or consider in developing area plan proposals for closures and other changes in service provision. In the first instance this will require extensive analysis of the characteristics, usage and financial performance of the existing network on an office by office basis to identify and assess options for change. Post Office Ltd will be initiating this process immediately as a comprehensive data analysis exercise. The second stage will be to seek information and input from relevant parties, including Postwatch, subpostmasters and local authorities, as area plan proposals are developed for public consultation. Taking the pre-consultation phase together with the six week public consultation period, the total process allows a reasonable period of time analysis and assessment of proposals at the local level.

Nationally, Post Office Ltd expects to accommodate its network reshaping programme in around 50-60 area plans, based predominantly on groupings of parliamentary constituencies. Post Office Ltd plans to develop these plans progressively over a 12-15 month period from mid-summer 2007 and by July will publish a timetable of when they expect to announce plans for each area. They aim to complete the closure and network reshaping programme by the end of 2008.

# List of Respondents

Abberley Parish Council  
Abbotskerswell Parish Council  
Abbott DM  
Abbott P  
Abell BJ  
Aberdeen City Council  
Aberdeenshire Council  
Aberlady Community Association  
Abingdon Town Council  
Aborfield & Newland Parish Council  
Acourt B  
Action with Communities in Rural England  
Acton Turville Parish Council  
Adam B (MSP)  
Adams CF,DPW,RV,ML  
Adams P  
Adams T  
Ade P  
Ade S  
Adey F/Gable Tea Rooms  
Adie J  
Adisham Parish Council  
Adkins Mrs&Mrs  
Advice NI  
Age Concern England/Jones G  
Age Concern Islington/Tansley K  
Age Concern Lerwick/Erskine A  
Age Concern Ripon/Rainer P  
Age Concern/Huskinson M  
Age Concern/Simmonds T  
Age Concern/Spye J  
Age Concern/Turnock H  
AICMO  
Aitken E  
Alconbury Parish Council  
Alconbury Weston Parish Council  
Alexander D  
Alexander D (MP)  
Alexander P  
Alford Parish Council  
Alford S  
Alfred R  
All Party Parliamentary Group on Rural Services/Dunne P (MP)  
Allen A  
East Hoscote Parish Council  
Allen B  
Allen CVD  
Allen P  
Alvsaker R  
AMICUS  
Anand M Reverend  
Anderson A  
Anderson E  
Anderson KME  
Anderson M  
Anderson Mr&Mrs G  
Anderson S  
Andrew J  
Andrews M  
Andrews Mr&Mrs C  
Andrews Mrs  
Andross Community Council  
Anglesey Federation of Womens Institutes/Uchaf S  
Anson B  
Antaur JW  
Applewhite Mrs  
Archbishops' Council, Church Buildings Division/Griffiths P  
Archer E  
Archer IJ  
Ardivicone D  
Ardrishaig Community Council  
Ardrross Community Council  
Argyll & Bute Council  
Arkell J  
Arlington J  
Armagh District Council  
Armstrong J  
Arne Parish Council  
Arthur JS  
Arthur JW  
Arthur Rank Centre  
Ashingdon Parish Council  
Ashurst Wood Parish Council  
Association of British Credit Unions Ltd  
Association of Independent Cash Machine Operators  
Association of Scottish Community Councils ASCC  
Attfield S  
Attwood Ms  
Auphlet DJ  
Austin AM  
Austin HE  
Avery L  
Avory G  
Awre Parish Council  
Axbridge Town Council  
Aylesbury Vale District Council  
Ayliffe S  
Ayton Village Community Council  
Badgett FD  
Bailey A  
Bailey Mr  
Baines P  
Baker D/Lydbury English Centre Ltd  
Baker H  
Baker JM  
Balfour Scott D  
Balhatchet P  
Ball EE  
Ball P  
Ballantine TA  
Ballatonet P  
Baltonborough Parish Council



## Annex A: List of Respondents

Bamber J  
 Banks H&D  
 Banks S  
 Banner M  
 Bantick A  
 Bantick A/Cairngorm Music  
 Bantick H  
 Barber S  
 Barcis J  
 Bardgett F&A  
 Barham Parish Council  
 Barker CD  
 Barnes MJ  
 Barnes R/Select Research Ltd  
 Barnett C  
 Barnett P  
 Barnett S  
 Barnsley MBC  
 Barr C  
 Baron J MP  
 Barret J (MP) and Margaret Smith MSP  
 Barrett P  
 Barrington Parish Council  
 Barrios C  
 Barton A  
 Barton B  
 Barton Parish Council  
 Barton St David Parish Council  
 Basingstoke & Deane Borough Council  
 Bass JM  
 Bassetlaw District Council  
 Bassington KJ/Roxwell Wednesday Club  
 Bate B  
 Bateman R  
 Bates D  
 Bates H/Milton House Holiday Lets  
 Bates MG  
 Bates RD  
 Bates S  
 Bathford Parish Council  
 Bathgate M  
 Baughen K  
 Bawden R  
 Bawdsey Parish Council  
 Bawn T  
 Baxter D  
 Baxter L  
 Bayliss NC  
 Bean Residents Association  
 Bean T  
 Bear P  
 Bearcroft B  
 Beard J  
 Beasley W  
 Beattie WM  
 Beaumont B  
 Beckett J Reverend  
 Bedford L  
 Bedlow Women's Institute  
 Beeching J  
 Bees A  
 Beetham Parish Council  
 Belbroughton Parish Council  
 Beleus EE  
 Bell A  
 Bell B  
 Bell JR  
 Bell S  
 Bennett AW  
 Bennett J  
 Bergin S  
 Berkeley Town Council  
 Berry C  
 Berry G  
 Berryman Mr  
 Bertie C  
 Better Government for elderly in South Lanarkshire  
 Bettyhill, Strathnaver & Altnaharra Comm. Council  
 Biawith & Subberthwaite Parish Council  
 Bickford J  
 Bideford Town Council  
 Biggs K  
 Bijman Adirana  
 Billericay Town Council  
 Billing T  
 Bingham A  
 Birch HJ  
 Birches Community Association  
 Birchwood B  
 Birmingham City Council/Hill M  
 Birmingham City Council/Hughes S  
 Birmingham City Council/Kirk L  
 Bishop D&M  
 Bisley-with-Lypiatt Parish Council  
 Black MC  
 Blackawton Parish Council  
 Blackburn and District Trades Council  
 Blackburn with Darwen BC  
 Blackford Community Council  
 Blackler GFA  
 Blackwood N  
 Blaikie G  
 Blairgowrie and Rattray Community Council  
 Blakemore R  
 Blandford District Trades Council  
 Blandford Forum Town Council  
 Blean Parish Council  
 Bletchley & Fenny Stratford Town Council  
 Blewitt C  
 Blewn J  
 Blockley Parish Council  
 Boardman K  
 Boardman W  
 Boddington C  
 Boddington Parish Council  
 Bolingbroke L  
 Bolney and Cowfold Parish Councils  
 Bonehill Mr  
 Bonner L  
 Bonson G  
 Boonham A J  
 Booth P  
 Borough of Pendle  
 Borthwick  
 Bossom P  
 Boston Borough Council  
 Boughton RH  
 Bourne FA  
 Bournemouth Borough Council  
 Bourton Parish Council  
 Bowes Parish Council  
 Bowhay J  
 Bowman M  
 Bowyer P  
 Boyce J  
 Brachtvogel P  
 Braco & Greenloaning Community Council  
 Bradford & Cookbury Parish Council  
 Bradford A  
 Bradford Metropolitan District Council  
 Bradford on Avon Town Council  
 Brady G (MP)  
 Braggins M  
 Brain L/Gem Jewellery Ltd  
 Braintree District Council/Barrett K  
 Braintree District Council/Bolter S  
 Braithwaite A  
 Bramall D and Jennifer and David Thomson  
 Bramley Parish Council  
 Brandean and Hinton Ampner Parish Council  
 Brandon & Byshottles Parish Council  
 Braunton Parish Council  
 Brayshaw R  
 Breed C (MP)  
 Brett P  
 Brewer D  
 Brewer M  
 Brice M  
 Brice, Sarah/Rachel/David and Anna Brice  
 Bridport Local Area Partnership  
 Brighton and Hove City Council  
 Brill Parish Council  
 British Chambers of Commerce  
 Britnell BG & L

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Broadbent S  
Broadley M  
Brocklehurst S  
Brocks P  
Brocton Parish Council  
Bromsgrove Council  
Bronstein JM  
Brooke E  
Brooks H  
Brora Community Council  
Brotherton LW  
Brough Parish Council  
Broughton A  
Brown EB  
Brown ED  
Brown Mrs  
Brown R (MP)  
Bruce J  
Bruce N  
Bruno F  
Bryant F  
Bryer-Parsons D  
Buchanan V  
Buckden Parish Council  
Buckham CJ  
Buckland Brewer Parish Council  
Buckland D  
Buckland Monachorum Parish Council  
Buckley Antiquarian Society  
Buckman B  
Buckridge T  
Budd L/The 100 Minute Press Ltd  
Bufton IJ  
Bufton SA  
Bullough D and David Midgely  
Burden R (MP)  
Burgess Hill Town Council  
Burgess S  
Burke D  
Burke J/Flourishing People Ltd  
Burke J/Townswomen Today  
Burke Mr  
Burke VM  
Burney GG  
Burnham Health Centre  
Burnip A  
Burnmouth Community Council  
Burra and Trondra Community Council  
Burrell P  
Burrows SM  
Burton Mr&Mrs  
Bury Parish Council  
Busby Mr&Mrs  
Butcher B  
Butler MJ  
Butterfill J (MP)  
Buttle M  
Bwrdd Yr Iaith Gymraeg (Welsh Language Board)  
Byrne BH  
Byrne F  
Byrne MP  
Byrt M  
Caernarfon Civic Society  
Cain G  
Cairns J  
Callicott B  
Calmady-Hamlyn Mrs  
Cambridgeshire County Council  
Cameron J  
Campaign for Community Banking Services  
Campaign for the Protection of Rural Wales  
Campaign to Protect Rural England/Bawtree R  
Campaign to Protect Rural England/Willis G  
Campbell J  
Campbell S  
Campton & Cruickshanks and Silsoe Parish Councils  
Canonbie and District Council  
Canterbury City Council  
Carhampton Parish Council  
Carleton Rode Parish Council  
Carley J  
Carlisle City Council/Bainbridge J  
Carlisle City Council/Sutton Z  
Carlisle Parish Councils Assoc.  
Carmarthenshire Council  
Carmichael A (MP), Tavish Scott MSP  
Carmichael A (MP), Wallace MSP  
Carmichael CD  
Carney A  
Carpenter J  
Carpenter Mr&Mrs T  
Carter C  
Carter G  
Carter J  
Cartwright EM  
Cash W (MP)  
Cassop-cum-Quarrington Parish Council  
Castletown and District Community Council  
Caton-with-Littledale Parish Council  
Cawkwell K  
Cawood Parish Council  
Ceredigion County Council  
Cerne Valley Parish Council  
Chaddesley Corbett Parish Council  
Chalford Parish Council  
Chalmers D  
Chamberlain R  
Chambers C  
Chandler C and Nick Whiteley  
Chapman B (MP)  
Charfield Parish Council  
Charles Mr&Mrs  
Charles R  
Checkley A  
Chelmsford Borough Council  
Cherry JM  
Cherwell District Council  
Chesham Bois Parish Council  
Chesham Evening Townswomen  
Cheshire & Warrington Rural Partnership  
Cheshire County Council  
Cheshire Rural Retail Advisory Partnership  
Chester le Street District Council  
Chesterfield Borough Council  
Chestfield Parish Council  
Chetnole and Stockwood Parish Council  
Chichester District Council  
Chidgey A  
Chilcompton Society, The  
Child Okeford Parish Council  
Child S/Rackford Village Shop Company  
Chitham R  
Chowcat H  
Christleton Parish Council  
Christopher B  
Christy A  
Chryston Community Council  
Churches of Scotland, The  
Churches Rural Group, The  
Churt Parish Council  
Citizens Advice and CA Scotland  
Citty Mr  
City of Edinburgh Council  
City of Ely  
City of Lincoln Council  
Civil Service Pensioners Alliance Shropshire  
Clapham D  
Clapham V  
Clark D  
Clark E  
Clark M  
Clark M  
Clark Mr&Mrs  
Clarkson T  
Clayton M  
Clayton R  
Clouts M  
Coates S  
Cockburn D  
Cockburn G&W  
Cogan C  
Cohen P  
Cohn L  
Colbourne B

Cole EJ	Dent M
Coles A	Denton E
Collins C	Derbyshire S
Collins C/Civil Service Pensioners Alliance	Derrick K
Collins F	Derrick K
Collins P	Derry J
Coltman D	Destefano N
Comerford G	Devenport P
Commins M	Deverish VK & R
Commins PJ	Dhorey TJ
Community Council of Staffordshire	Dick R
Constable E	Dickinson W
Consumer Council NI, The	Dickinson WE
Conwyn M	Dickinson WE
Cook D	Dickson H
Coole D	Dison MS
Cooper D	Dixon M
Cooper G	Dobbins B&J
Cooper TP	Dobson D
Corfield Mrs	Dobson WH
Cornford S	Donald Mr&Mrs
Corrance H	Donaldson TR
Corrie A	Done M
Cottage A	Dorrell S (MP)
Cotterill G	Dorries N (MP)
Coughlin M	Dorset Association of Parish and Town Councils
Countryside Agency, The	Double V
Cowper J	Doubtfire T
Cowper JE	Douglas S
Cowperthwaite D	Dow S
Cox A&S	Downey A
Cox C	Downey P
Cox G (QC MP)	Downward C
Craythorne S	Dowsing K
Creed J	Dowswell Mr
Crombie M	Drake K
Crompton R/Storth Post Office	Drew D (MP)
Crooks G	Driver I/Post Office at the Black Lion Hotel
Cross HN	Drumchapel Lawn Tennis Club
Cross R	Drumchapel St Andrews Church
Cross RB	Drummond S
Cross RNR	Dryden A
Cross S	Duffy D
Crouch C	Dumo L
Crouch Mrs&Mrs CJ	Dumpleton C
Crowe A	Dunbar JCM
Crowhurst A	Duncan A (MP)
Cryer M/Martin Cryer Consulting Ltd	Dundas J
Cunningham A	Dunlop AJ
Cunningham N	Dunrossness Post office
Curd KH	Durham County Council
Currie DF	Duval JE
Currie S	Dyer HM
Curtis D	Dymoke K
Curwen Sir Christopher	Dyson J
Cylde M	Dziewulskie K
Dale J	Eachain T
Dane Walters T	Eaglesham & Waterfoot Community Council
David B	Earp Ms
Davies D/The Silk Bureau	East and West Buckland Parish Council
Davies I	East Leake Parish Council
Davies N	East Midlands Regional Agency
Davies SD	East Northamptonshire
Davis A	East Riding of Yorkshire Council
Davis D	East Sussex Rural Partnership
Davis R	Eastleigh Borough Council
Davis S	Eday Community Council
Dawes Y	Eden District Council
Dawson CH	Eden District Council
Dawson DG	Eden Local Strategic Partnership
Dawson R	Edmunds HV
Day B	Edrom, Allanton and Whitsome Community Council
Day Ms	Edwards A J
Deacon M	Edwards DP
Deamer W	Edwards Mr/Oliver House (Evesham) Ltd
Dean and Shelton Parish Council	Edwards Mrs
Dean D	Edwards MS
Deas SD	Edwards R
Deeming J	Edwards S
Denbighshire County Council	Edwards W
Denny G	EEDA
Denny MJ	Elderton B

## The Post Office Network

Elderton P  
Ellesmere Port & Neston BC  
Elliot B/Sci-Lab Analytical Ltd  
Elliot MC  
Ellway RM  
Elston Parish Council  
Elsworth E/GE Elsworth & Son & Carastore  
Elsworth Jubilee Club  
Elwes HWG  
Emerson EC  
Emery J  
Enticknap LR  
Erewash Borough Council  
Erricker N  
Erwood Community Council  
Essex County Council  
Essex Rural Partnership  
Evans D  
Evans DR  
Evans LB  
Evans R  
Evans S  
Everard T  
Evercreech Parish Council  
Everett CL  
Everett Mrs  
Everitt L/Framework HA  
Evershot Parish Council  
Everton Parish Council  
Evie & Rendall Community Council  
Ewing A  
Excell MKC  
Fair Oak & Horton Heath Parish Council  
Fairbrother J&J  
Falconers AI  
Fallon A  
Farcet Parish Council  
Farquhar Munro J (MSP)  
Farr S  
Farr W  
Farrell J  
Fearn T  
Federation of Small Business Anglesey/Williams S  
Federation of Small Business Oxford /Bage D  
Federation of Small Business/Davenport C  
Federation of Small Business/King A  
Feering Parish Council  
Felixstowe Town Council  
Felton Parish Council  
Fenton G  
Fenton P  
Fenwick J  
Ferrier A  
Field McNally Leathes Ltd  
Field R  
Fifehead Neville Parish Meeting  
Finch J  
Finch RM  
Finn Mr&Mrs  
Finnegan B & TP  
Fisher P  
Fisher WK  
Fivehead Parish Council  
Flack E  
Flack PR & VM  
Fladbury Parish Council  
Flaherty PJ  
Fleetwood J  
Flellor R (MP)  
Fleming FG  
Fletcher S  
Folkard P  
Folke Parish Council/Crothers D  
Folke Parish Council/Dolder J  
Follett P  
Folwer SE  
Foot NP  
Ford J  
Ford RG  
Forde I/Snacktime UK Ltd  
Forest Heath District Council/Cooney E  
Forest Heath District Council/Syvret SJ  
Forest of Dean Citizens Advice Bureau  
Forest of Dean District Council  
Forsyth W  
Forsythe N  
Forum of Private Business (FPB)  
Foster P  
Fox C  
Fox EM  
Fox I  
Frame Mr&Mrs  
Frampton Cotterell Parish Council  
Frampton on Severn Parish Council/Howe J  
Frampton on Severn Parish Council/Ireland L  
Francis AO  
Francis GO  
Franke L  
Frankland E  
Frankling C&P  
Fraser C (MP)  
Fraser JW  
Freij R  
Fremington Parish Council  
French P  
Fresson RA  
Freuchie Community Council  
Frinton and Walton Town Council  
Fross CV  
Frost B  
Froxfield Parish Council  
Froyle Parish Council  
Fryer PA and E  
Fryer R  
Fuller M  
Furnace Community Council  
Fyfield & Tubney Parish Council  
Fyfield Parish Council  
Gairloch Community Council  
Galleywood Parish Council  
Gard B  
Gargrave Parish Council  
Garnethill Community Council  
Garrett M  
Garthwaite G  
Garwood P  
Gash AF & A  
Gasking D  
Gateshead Council  
Gedard V  
Geddes J  
Gee P  
Georgeham Parish Council  
German V  
Gibb R  
Gibson PAJ  
Giddins M  
Gilbert FW  
Gilbert JA  
Gilbert N  
Gill B/Gretton Village Hall  
Gill C  
Gill J  
Gill S  
Gillham A  
Gillingham Town Council  
Gillis B  
Ginns S  
Gittos Mr  
Glascwm Community Council  
Glen Lyon & Loch Tay Community Council  
Glenorch & Innishail Community Council  
Glos Assoc. of parish & Town Councils  
Gloucestershire County Council  
Gloucestershire First  
Gloucestershire Rural Community Council  
Glover GW  
Goldie S  
Goldsmith DC  
Gooch AJ  
Goodleigh Parish Council  
Goodman H (MP)  
Goodrich N  
Goodwin J&B

## Annex A: List of Respondents

Goom J  
Gordon A  
Gordon AC  
Gordon GAG  
Gorton D&J  
Gorton J  
Gorton K  
Goss M  
Gow I  
Gow ID  
Gowers R&JE  
Graham A  
Graham W  
Grahame C (MSP)  
Grange over Sands Town Council  
Grant E  
Grasmere Village Society  
Gray E  
Gray J  
Gray JM  
Gray Mr&Mrs  
Gray Mrs  
Gray W  
Grayling K  
Grayshan H  
Great Abingdon Parish Council  
Great Brington Post Office & Stores  
Great Elm Parish Council  
Great Gransden Parish Council  
Great Staughton Parish Council  
Great Torrington Town Council  
Great Waltham Parish Council  
Greater London Authority/Lorimer K  
Greater London Authority/Mayor Of London  
Green A  
Green J  
Green Mrs  
Green R  
Greening J (MP)  
Gregg GJ  
Gregory R  
Greves J&G  
Grey W  
Griffith N (MP)  
Griffiths L  
Griffiths Mrs  
Griffiths R  
Grimes VC/Focusability Wakefield  
Grimwood RW  
Grinnell G  
Gristwood IE  
Groom G  
Grove GG  
Grummant J  
Gulberwick Quarff & Cunningsburgh Community Council  
Gunn AR  
Gunn AR  
Gurnard Parish Council  
Gurney RD  
Guy JR  
Guy N  
Haines I  
Hair A  
Hale Parish Council  
Hall E  
Hallam DM  
Hallsworth B  
Halton Borough Council  
Hambledon Parish Council  
Hamilton A  
Hamilton M  
Hamlin G  
Hampshire Association of Parish and Town Councils  
Hampton E  
Handford DM  
Hanikens P  
Hanmer M  
Hanna M  
Hanson M&N  
Hardie R  
Harding M  
Hardman RJ  
Hardwood HM  
Harman K  
Harmer M  
Harpenden Town Council  
Harper M (MP)  
Harray Scottish Womens Rural Institute  
Harris  
Harris EM  
Harris J&J  
Harrison W  
Harrogate Spa Ladies  
Harrower EM  
Hart C  
Harting Parish Council  
Hartland R  
Hartlepool Borough Council  
Hartley S  
Hartpury Parish Council  
Hartwell A E  
Harvey C  
Harvey S  
Harwood EJ  
Hassocks Parish Council  
Hastings Borough Council  
Hastings DJ  
Hatfield Broad Oak Parish Council  
Haven's Older Persons Forum, The  
Hawkes R  
Hawkins JE  
Hawkins S  
Hawkins S&J  
Haworth, Cross Roads & Stanbury Parish Council  
Hay JC  
Hayes A  
Hayes B  
Hayes GA  
Hayes J  
Hayes N  
Haynes Parish Council  
Hay-on-Wye Town Council  
Hazelwood J  
Healey J (MP)  
Heanton Punchardon Parish Council  
Heathhall Community Council  
Hednesford Town Council  
Heley E  
Helliker L  
Help the Aged  
Help the Aged in Wales/Lloyd V  
Help the Aged/Sinclair D  
Hemingway J  
Hemingway J  
Hendry C (MP)  
Hendry G  
Henham Parish Council  
Henio S  
Hennock Parish Council  
Henry S  
Herald A  
Herald G  
Herbert JP  
Hereford A  
Herefordshire Council  
Herefordshire Federation of Women's Institutes  
Heritage BM  
Heritage P  
Herod S  
Herod V  
Herongate and Ingrave Parish Council  
Hessel L  
Hetherington MA  
Hewlett B  
Heydon GM  
Heywood J  
Hickman I&B  
Higbee C  
High B  
High Offley Parish Council  
High Peak Borough Council  
Highland Council/Clark A  
Highland Council/Edge H  
Highlands & Islands Enterprise

## The Post Office Network

Highton E  
Hildersham Parish Council  
Hildersley C  
Hill A  
Hill C Venerable  
Hill H  
Hill J  
Hill M  
Hill REW  
Hill W  
Hilperton Parish Council  
Hincliffe AE  
Hindson JNR  
Hinsley BM  
Hintz N  
Hirst P  
Hitchman J  
Hitts J  
Hoare S  
Hoareau L  
Hobson ME  
Hockley Heath Parish Council  
Hockley Parish Council  
Hodges J  
Hodges SJ  
Hodges SJ/Richmond and Partners  
Hodgson N  
Hodgson S (MP)  
Hodson Mr  
Holberry GA  
Holbrook P  
Hollining J  
Hollis J/FML Public Relations  
Hollywell B  
Holm and Wideford Community Council  
Holm WRI Orkney Isles Scotland  
Holme Parish Council  
Holme Post Office & News  
Holmes Mr  
Holmes S  
Holtey Classic Handplanes  
Holton DW and HRB  
Holywell-cum-Needingworth Parish Council  
Holywood and Newbridge Community Council  
Honour Fiancial Planning Ltd  
Hope  
Hope GD  
Hope P (MP)  
Hopewell S  
Hopewill D  
Hopkins S  
Hopton on Sea Parish Council  
Horn Mr&Mrs  
Horningham Parish Council  
Hornsby AP  
Horoen C  
Horrocks-Taylor P  
Horrold C&D  
Horsham District Council  
Hosking S/Meeth Post Office  
Houghton and Wyton Parish Council  
Hourihan K  
How R  
Howard P  
Howard RG  
Howarth D (MP)  
Howarth T  
Howett D  
Howley J  
Howse T  
Huckfield C/Tivetshall Monday Club  
Huckson A  
Hudson R  
Huges J  
Hughes HI  
Hughes I  
Hughes RM  
Hull C  
Humble LJ  
Humphreys R (MP)  
Humphries Mr&mrs  
Hunsdon Parish Council  
Hunt M  
Hunt Mr  
Hunter M  
Hurstpierpoint Trades Association  
Hush A  
Hussey D  
Hutcheson JJ  
Hutchings P  
Hutchings V  
Huxley LM  
Hyatt S  
Hyman F  
Ibbeson DB  
Ibstone Parish Council  
Icke D  
Ickleton Parish Council  
Ickleton Society, The  
Idiens Mr&Mrs  
Ierston J  
Impington Parish Council  
Ingleby Barwick Parish Council  
Insley PR/Knowle Hill Nurseries Ltd  
Irvani A/Business plus Scotland Ltd  
Irongray Community Council  
Irranca Davies H (MP)  
Irranca Davies H (MP) on behalf of constituents  
Isherwood C  
Island of Bute Community Council  
Isle of Anglesey County Council/Dunning P  
Isle of Anglesey County Council/Jones E  
Isle of Wight County Federation of WI  
Issaacs E  
Iver Parish Council  
Ivybridge Town Council  
Jack AM  
Jack C  
Jack E  
Jackman BJ  
Jackson JE  
Jackson S (MP)  
James A  
James S (MP)  
Jardine E  
Jarvis D&I  
Jeenings H  
Jeffrey J  
Jenkins J  
Jenkins JV  
Jenkins R  
Jenkins R  
Jennings H  
Jennings M  
Jewer M  
Jiggin B  
Jiggins E  
John C  
John I/Ruislip Residents Association  
Johnson D  
Johnson D  
Johnson DT  
Johnson K  
Johnson L  
Johnson M  
Johnson P  
Johnson S  
Johnson-Hill Mrs  
Johnstone GG  
Joint P  
Jones A  
Jones B  
Jones BP  
Jones BR  
Jones I  
Jones I  
Jones O  
Jones P  
Jones P  
Jones S  
Jordon A  
Jowett Mr&mrs  
Junor A  
Kalis H

## Annex A: List of Respondents

Kanok Ms  
Keddie M  
Kelly C  
Kelly Mrs  
Kelly S  
Kemble and Ewen Parish Council  
Kennedy M  
Kennoway Community Council  
Kentisbury and Trentishoe Parish Council  
Kenton Mandeville Parish Council  
Kenward I  
Kerwood R  
Kettle M  
Kiltarlity Community Council  
Kinraig & Vicinity Community Council  
King B  
Kingoan Mr&Mrs D  
Kings Sutton Parish Council  
Kinoulton Parish Council  
Kirk M  
Kirklees Metropolitan Council  
Kirkwall Community Council  
Kirkwood Sir Andrew  
Kitchin JR  
Knight A/Magdalen Street Post Office  
Knight G Baroness  
Knight V  
Knott RE  
Knowles Bolton P  
Kramer S (MP)  
Lacashire City Council/Thompson W  
Lamb JM  
Lamb N (MP)  
Lancashire Association of Parish & Town Councils  
Lancashire County Council/Buddle K  
Lancashire County Council/Wardle M  
Lancashire County Council/Whipp D  
Lancaster City Council  
Lane E  
Lane Mr  
Lane S  
Langan J  
Langley CR  
Langmaid N  
Langston D  
Large J  
Largo Area Community Council, Fife  
Latham DS  
Latham V  
Lauder C  
Lauder M  
Laurance K  
Lavers B  
Lawrence R  
Laws D (MP)  
Lawson M  
Lawson WG  
Leach P  
Leahy L  
Leamington SPA Town Council  
Lee A  
Lee Mrs  
Lee V  
Leeds City Council  
Lees G/Roxburgh Press Agency  
Lees LS  
Leicestershire Rural Partnership  
Leigh G  
Leigh Mr&Mrs  
Lepper D (MP)  
LeSage DM  
Leslie M  
Levett A  
Levings E/Fort Augustus and Glenmoriston Business Initiative  
Levington & Stratton Hall Parish Council  
Levington and Stratton Hall Parish Council  
Levitt T (MP)  
Lewin D  
Lewis J  
Lewis L  
Lewis Mr  
Lewisham Council  
Lickfold R  
Lighthorne Parish Council  
Lilly J  
Limond J  
Limpley Stoke Parish Council  
Lincolnshire Accessibility Partnership  
Lincolnshire Assembly  
Lincolnshire County Council  
Lindfield Parish Council  
Lindford Parish  
Lindford Parish Council  
Lindsay A  
Linton N  
Linton Parish Council  
Lippett GL  
Liss Parish Council  
Lister L  
Little Abington Parish Council  
Little Downham Parish Council  
Little Gransden Parish Council  
Little Hallingbury Parish Council  
Little Leigh Parish Council  
Littlebourne Parish Council  
Littlejohn R  
Livesey A  
Livett P  
Llanarmon yn Ial Community Council  
Llandegla Community Council  
Llanfihangel Rhydithon Community Council  
Llangefni Town Council  
Llangernyw Community Council  
Llewlyn Jones R  
Lloyd Jones A  
Lloyd L  
Local Government Association Northampton/Dunbar K  
Local Government Association/Bruce-Lockhard (Lord)  
Lochhead R (MSP) and Angus Robertson MP  
Lockwood JB  
Lodge P  
Lodgills GM  
London Assembly, Health and Public Services Committee  
London Borough of Lewisham  
London Borough of Newham  
Long Horsley Parish Council  
Long Newton Parish Council  
Long Sutton Parish Council  
Longbridge Deverill + Crockerton Parish Council  
Longden J/Pub is the Hub  
Longford Mrs  
Longthorpe Post Office  
Loosley J  
Lowe DR  
Lower Winterborne Parish Council  
Lowrie T  
Lowther A  
Lubbock B  
Lockett M  
Luckhurst L&M/National Business Services  
Luig Community Council  
Luker JC  
Lunan M  
Lunch A  
Lunnon S  
Macdonald Bennett T  
MacDonald E  
MacDonald H  
MacFarland S  
MacGillivray A  
MacGillivray C  
MacGregor J  
Machfillow C  
Mackay T  
Mackenzie J  
Mackie I&T  
Mackrill A  
MacMillan MW/Overton Post Office  
MacPherson G/MacPherson Electrical Ltd  
MacPherson L/Max Management Ltd  
Maddock E  
Madson K

## The Post Office Network

Maidstone Borough Council  
Mail AE  
Maisemore Parish Council  
Major S  
Malcolm V  
Malone P  
Malone SE/Bettyhill General Merchants  
Maltby WM  
Maltman M  
Managhan R  
Manchester City Council  
Manklow J  
Manning D  
Manson A  
March MJ  
Marcham MO  
Markahm J  
Market Bosworth Parish Council  
Markey J  
Marks GM  
Markyate Parish Council  
Marsh W/Millhouse Green Post Office  
Marshall B&P  
Marshall G  
Marshall J  
Martin J  
Martin L  
Martin MA  
Martin Parish Council  
Martlesham Parish Council  
Marwood C  
Mary Tavy and Peter Tavy Womens Institute  
Mason  
Masters AR  
Masters I  
Mather MF  
Matthew A/Farm Crisis Network  
Matthews J  
Matthews M  
Matthews NM  
McCafferty A Reverend  
McCall Mr  
McCaul D  
McCreath CA/Inside Story  
McCullen G  
McDonald J  
McDonald JE  
McDonald P  
McDougal C  
McElliott K  
McGillis L&J  
McGivern E  
McGuinness A  
McInnes C  
McInnes S  
Mcintosh A (MP)  
McKee I  
Mckereth R&D  
McLean R  
McLeod B&M  
McLeod L  
McMillan I  
McNab C  
McNaughton F  
McVey D  
Mears  
Meatchem JVS  
Mechell Community Council  
Medd P  
Melchbourne & Yelden Parish Council  
Mells Parish Council  
Melville N  
Melvin P  
Membury Community School  
Membury Parish Council  
Mendip CAB  
Menhinick M  
Mennell S  
Mepal Parish Council  
Merched Y Wawr (Anglesey)  
Merched Y Wawr (Bontuchel)  
Merched y Wawr (Ruthin)  
Merched Y Wawr Pumsaint  
Merchiston Community Council  
Mere Parish Council  
Merrill J  
Merritt P  
Metcalf A  
Methodist Church East Anglia District  
Meton Borough Council  
Micklewaite M  
Mid Atholl, Strathtay & Grandtully Community Council  
Mid Devon District Council  
Mid Sussex District Council  
Mid-Beds Council  
Middleborough P  
Middleton E  
Middleton Parish Council  
Midlothian Council  
Midwood A  
Midwood S  
Miles A  
Miles N  
Miles RA  
Milford Haven Town Council  
Miller D  
Miller HT  
Millett R  
Millett R  
Mills F  
Milne Mrs  
Milroy P  
Milton A (MP)  
Milton N  
Ming P  
Ministerworth Parish Council  
Mitchell A  
Mitchell C  
Mitchell D  
Mitchell GB  
Mitchell J  
Mitchell K  
Mitchell N  
Mitchell W  
Mobley Mr&Mrs PJ  
Moncur GF  
Monkleigh Parish Council  
Montague Parish Council  
Moole C  
Moon M (MP)  
Moon Mr&Mrs  
Moor C  
Moore M (MP)  
Moore P  
Moore S  
Morgan AM  
Morgan C  
Morgan S  
Morris A  
Morris FJ  
Morris H  
Morrison B  
Morrison ND  
Mortimer JGM  
Moseley CWRD  
Moseley ME  
Motcombe Parish Council  
Mould H  
Moyses J  
Much Hadham Parish Council  
Mundell D  
Murby J  
Murchie R  
Murphy J  
Murray R  
Murray R  
Murray S  
Murtough K  
Murtough L  
Mustoe C/Penderyn Post Office  
Mylechereest A  
Mylor Parish Council  
Nairn SJ/SJN Consultants  
Napier A



## Annex A: List of Respondents

Napier J/Chairman of Royal and Sun Alliance  
Napton on the Hill Parish Council  
Nardi R&N/Riverside Stores and Post Office  
National Assembly for Wales  
National Association of Local Councils  
National Consumer Council  
National Farmers Union  
National Partnership Forum Older People in Wales  
National Pensioners Convention  
National Pharmacy Association  
Natland Parish Council po support group  
NDMC consulting  
Neal BR  
Neal Y  
Neenton Parish Council  
Neil L/SRG  
Nelson A/Pheasant Inn  
Nelson JS & PF  
Nesting Methodist Church  
netCUDA Ltd  
Nether Kellett Women's Institute  
Nether Witton Parish Council  
New Radnor Community Council  
Newbold MN  
Newbold Mr&Mrs  
Newbold R  
Newbury M&J  
Newcombe P/Wilton Friendship Club  
Newick Parish Council  
Newport and Dinas Cross Older Persons Forum  
Newport City Council  
Newsome DD & GM  
Newton A  
Newton S  
Newton St Boswell Community Council  
Newton ST Cyres Parish Council  
Newtown St Boswells & Eidon Community Council  
National Federation of SubPostmasters  
Nichol B  
Nichols Mr&Mrs  
Nicholson C  
Nicholson J  
Nicol M  
Nielsen D  
Nigbet Mrs  
Nimmo WD  
Nisbet A  
Niven M  
Nixon RJ  
Noble N  
Noble S  
Norfolk Rural Community Council  
Norfolk Rural Support Network  
Norham Parish Council  
Norman G  
Norman PD  
Norris D  
North Bradley Parish Council  
North Cadbury and Yarlinton Parish Council  
North Cornwall District Council  
North Devon District Council  
North District Council  
North Dorset District Council  
North East Assembly  
North East Derbyshire District Council  
North Lincolnshire Council  
North Roe Methodist Church  
North Shropshire District Council  
North Staffs Pensioners Convention  
North Sunderland Parish Council  
North Vale Parish Council  
North Wales Group of Labour MPs  
North West Leicestershire District Council  
North West Rural Affairs Forum  
North West Rural Community Councils  
North York Moors National Park Authority  
North Yorkshire County Council  
North Yorkshire District Councils  
Northamptonshire ACRE  
Northamptonshire County Council  
Northaw & Cuffley Parish Council  
Northern Ireland Rural Development Council  
Northmaven Community Council  
Northumberland County Council  
Nottinghamshire County Council  
Noyes E  
Oakamoor Senior Citizens Association  
Oakley B  
O'Brien S (MP)  
Odoson KM  
O'Flanagan P  
Ogilvie D&H  
Oliver PO  
Osborne EM  
Osborne S (MP)  
Osgathorpe Mr&Mrs  
Oswald S  
Ottaway M  
Overton Parish Council  
Owen G  
Owen G,S,M and C  
Owen S  
Owermoigne Parish Council  
Owestry Borough Council  
Oxford City Council  
Oxfordshire Association of Local Councils  
Oxfordshire Pensioners Action Group  
Oxfordshire Rural Community Council  
Pace A  
Painswick Parish Council  
Pakenham Village & Playing Field Assoc.  
Palmer T  
Pamber Parish Council  
Pamlyn V  
Panting Ms  
Parade Hangleton Sub-Post Office  
Parish Council of Norton  
Parker D/editor Valley News  
Parker K  
Parkin D  
Parkinson MH  
Parsons BL & SJ  
Parsons I  
Parsons JA  
Parsons N  
Partridge RA  
Paslen K&R  
Pasquire L  
Patching J  
Patching Parish Council  
Pate T  
Patterson DM  
Pattison D  
Pauley M  
Pawlyn V  
Paypoint  
PCS ARM Wales Branch  
Peacock P and Maureen MacMillan  
Peakirk Parish Council  
Pearce C  
Pearce JE  
Pearce P  
Pearson AR  
Pearson B  
Peasenhall & Parham Parish Council  
Peel RE/Blockley Post Office  
Pembrokeshire County Council  
Penhow Community Council  
Penney H  
Penney R  
Pensioners Forum Wales  
Penwith District Council  
Penzance Town Council  
Pepper C  
Percival H  
Perranuthnoe Parish Council  
Petch S  
Peters S  
Peterson L  
Petrie R  
Phillips B  
Phillips A  
Phillips C  
Phillips R

## The Post Office Network

Phillips V  
Picard A  
Pickering JT  
Pickersgill M  
Pickett C&J  
Pickford BM  
Pierce M  
Pilling C  
Place S  
Plas Cybi Partnership  
Platten M  
Pledger  
Plewa L  
Plumridge K  
Plunkett Foundation, The  
Plymouth & SW Cooperative Society Ltd  
Podington Parish Council  
Pollard M  
Polley M  
Polley MV & G  
Port William & District Community Association  
Port William Community Council  
Porthcawl Town Council  
Postcomm/Stapleton N  
Postwatch/Banerjee M  
Postwatch/Hodder E  
Potepa S  
Potts I  
Powell R  
Powys County Council/Jones E  
Powys County Council/Morris M  
Powys Radnor Federation of Women's Institutes  
Preece K & D  
Prescott A  
Prescott D&D  
Prestbury Parish Council  
Preston A  
Prestwood Evening Women's Institute  
Price AE Reverend  
Price G  
Price H  
Price RA  
Priestner J  
Pringle M (MSP)  
Pritchard E  
Pritchard L  
Pritchard R  
Prudden Mr  
Pucklechurch Parish Council  
Pugh A L  
Pugh AL  
Pugh DE/Llanwnnen Post Office  
Pullin J  
Pulloom L  
Pulloxhill Parish Council  
Puw D  
Pwllgor Cyfiawnder Cyndeithasol ac  
Queen Thorne Parish Council  
Queennan CK  
Quendon & Rickling Parish Council  
Quin V  
Quinn K  
Quinn S  
Rabone VJ  
Radford P/Civil Service Pensioners Alliance  
Ramsey J  
Randall J  
Randall Mr  
Randolph I  
Rankine E  
Ranking CO  
Raper H  
Ray OT  
Read Mr&Mrs NC  
Reay K  
Redd L/O&M Redd & Son  
Redfern M  
Redgewell K  
RedMarley Parish Council/Cullimore B  
Redmarley Parish Council/Lambert Y  
Reece Mr  
Reed T  
Rees A  
Reffin Mr&Mrs  
Reid A (MP)  
Reid BA  
Reid Thomson R  
Renfrewshire Council  
Rennie W (MP)  
Rennison E  
Renshaw RML  
Renton M  
Renton RA  
Revelstoke Community Trust  
Rhodes ML  
Rhodes S  
Rhondda Cynon TAF  
Rhudlan Town Council  
Richardson DJ  
Richardson Mr&Mrs  
Richardson P  
Richardson S  
Richardson S  
Richardson T/Salvation Army  
Richmond-Hardy M  
Ridd H  
Rigeh M  
Riley MJ  
Rimmell G  
Rimmer DT/The Hai Management Co Ltd  
Rimmer PJ  
Ripley G  
Ripley G&F  
Rippon I  
Roat M  
Robbins B&D  
Roberts AL  
Roberts CA  
Roberts MF  
Roberts P  
Roberts P  
Roberts PA  
Roberts T  
Robertson CG  
Robertson H  
Robertson IM  
Robertson W  
Robinson A  
Robinson JW  
Robinson M  
Robinson RA  
Robinson S  
Robinson TH  
Robson J  
Robson V  
Rochford District Council  
Rock E  
Rock M  
Rode Parish Council  
Rogate Parish Council  
Rogers D  
Rolfe C  
Rolfe K  
Romans J  
Rooke A  
Rooke A/Punkermentality  
Rosburgh P  
Roskams R&M  
Ross B  
Ross R  
Rossendale Borough Council  
Rostherne Parish Council  
Rother District Council  
Rousay, Egilsay and Wyre Community Council  
Rouse EM  
Rowe A  
Rowley M  
Rowley WNK/Touchdown  
Roxburgh J  
Roxburgh P  
Royal Borough Selkirk & District Community Council  
Ruane C (MP)  
Rugby Borough Council  
Rural Community Council of Essex

## Annex A: List of Respondents

Rural Shops Alliance  
Rural Voices Rural Choices  
Ruscoe J  
Rushmore Borough Council  
Russell AG & B  
Russell B (MP)  
Rutter D  
Ryan J  
Ryder Mr&Mrs  
Ryedale District Council  
Sadler T  
Sage WH  
SALC  
Salter S  
Sanday Community Council  
Sandown Evening Townswomen's Guild  
Sandown Town Council  
Sarjant Alan and Deborah  
Saunders M  
Saunders PJ  
Saunders RM  
Saville Roberts L  
Saward J  
Scaife M  
Scarborough Borough Council  
Schneider J  
Sclates E  
Scorroth R  
Scott AG/Village Hall Management Committee  
Scott EF  
Scott ES (MSP)  
Scott J  
Scott NS  
Scott S  
Scottish Borders Council/Hume D  
Scottish Borders Council/Scott D  
Scottish Council for Voluntary Organisations  
Scottish Disability Equality Forum  
Scottish Executive  
Scottish Women's Rural Institutes  
Scott-Thompson I Reverend  
Scotwest Credit Union Ltd  
Scully M  
Seabeck A (MP)  
Seabright V  
Sebastian J  
Sedgemoor District Council  
Seed S  
SEEDA  
Seehy S  
Selattyn & Gobowen Parish Council  
Selby District Council  
Semington Parish Council  
Sennen Parish Council  
Sevenoaks Town Council  
Seymour H  
Shamley Green Village Society  
Shaw B  
Shaw P  
Shaw R&R  
Shay Mr&Mrs  
Sheehan D  
Shelley D  
Shenley Brook End & Tattenhoe Parish Council  
Shepard M  
Shepherd RC  
Shepton Montague Parish Council  
Sherbourne Area Partnership  
Sheriff Mrs  
Sheringham Town Council  
Shetland Islands Council/Clunes A  
Shetland Islands Council/Gregson BP  
Shetland Islands Council/Hawkins IJ  
Shewan H  
Shildon Town Council  
Shillingstone parish Council  
Shinfield Parish Council/Barnes J  
Shing D  
Shiplake Parish Council/Hudson RV  
Shiplake Womens' Institute  
Shipton A  
Shirdley Hill Roadside Environment Workers  
Shropshire County Council  
Shute M  
Sibford Ferris Patish Council  
Sibley C  
Siddons G  
Silcock P  
Silk Willoughby Parish Council  
Sim M  
Simm J  
Simmonds J  
Simpson F  
Simpson J&M  
Simpson Mrs  
Sinclair M  
Singleton Mr&Mrs T  
Sisson J  
Sisson K  
Skeabost & District Community Council  
Skellett A  
Skerratt S/Scottish Agricultural College  
Skerries Community Council  
Slack S  
Slaley Community Trust  
Slate G  
Slater L  
Slaughter EP  
Sleeman J  
Smart LD  
Smaut M  
Smith A  
Smith A (MP)  
Smith C  
Smith C  
Smith D&D  
Smith E  
Smith E  
Smith EH  
Smith F  
Smith G  
Smith G  
Smith I  
Smith MJ  
Smith N  
Smith NFC  
Smith P  
Smith P  
Smith R  
Smith R  
Smith Ross D  
Smith Sir Robert (MP)  
Smith TJF  
Smith V  
Smith Y  
Smurthwaite D  
Smyth EUC  
Smyth M&P  
Smyth M/Pentre Bach Holiday Cottages  
Smyth MJ  
Smythe G  
Smytherman B  
Snape A  
Snerborne St John Parish Council  
Soames N (MP)  
Socha M  
Soham Post Office  
Somerset Association of Local Councils  
Somerset County Council  
Somerton Town Council  
Sorsky JD  
Sothcott TJ  
South Ayrshire Council  
South Ayrshire Council, Rural Development Officer  
South Bucks District Council  
South Cambridgeshire District Council  
South Cambs District Council  
South Cave Parish Council  
South Derbyshire District Council  
South Gloucestershire Conservative Group  
South Gloucestershire Council/Hope S  
South Gloucestershire Council/White D  
South Green Parish Council

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South Hams District Council  
South Lanarkshire Rural Partnership  
South Molton Town & Parish Forum  
South Northamptonshire Council  
South Oxfordshire District Council  
South Shropshire District Council  
South Somerset District Council  
South Staffordshire Council  
South Tyneside Council/Stewart M  
South Tyneside Council/Waggott P  
South West ACRE Network of Rural Community Council  
South Wingfield Parish Council  
South Woodham Ferrers  
Southampton City Council  
Southend-on-Sea Borough Council  
Southlake District Council  
SPARSE & the Rural Services  
Spaull DJ  
Spencer BM  
Spencer P  
Spetisbury Parish Council  
Speyside Council  
Spicer Sir Michael (MP)  
Spiers E  
Spittles L  
Spooner J  
Spratt V  
Springfield Parish Centre  
Sprouse J  
St Briavels Parish Council  
St Dominic Parish Council  
St Erme Parish Council  
St Giles on the Heath Parish Council  
St Helens Council  
St Ibbard Parish Council  
St Levan Parish Council  
St Martha Parish Council  
St. Helens Council  
Staffordshire Moorlands District Council  
Staffordshire Parish Councils Association  
Stalmans B  
Stamfordham W. I.  
Stanley L  
Stansted Mountfitchet Parish Council  
Stanton EM  
Stapleford Parish Council  
Stark VA  
Staveley with Ings Parish Council  
Stazicker D  
Stebbing J  
Stenning PD  
Stephen A  
Stephen O  
Stephens D  
Stevens C  
Stevens C/Euronova Ltd  
Stevens G  
Stevenson P  
Stevenson S (MP)  
Steward R  
Stewart A  
Stewart B  
Stewart B  
Stewart BE  
Stewart D  
Stewart Dr & Mrs R  
Stewart IJ  
Stewart MJ & RD  
Stirling Council  
Stock Parish Council  
Stoehr G  
Stoke Mandeville Parish Council  
Stoke Poges Parish Council  
Stoke St. Michael Parish Council  
Stoker S  
Stollery L  
Stone T  
Storth Community Co-op  
Stourpaine Parish Council  
Stout W  
Stowe Mr&Mrs  
Strathaven & Glasford Community Council  
Stratton JA  
Streeter M  
Stromness SWRL  
Stroud DG  
Stroud District Council  
Stroud S  
Stuart-Turner M  
Stubbs B  
Stubbs Y  
Sturdy J (MP)  
Sturry Parish Council  
Sturtevant B  
Suffolk County Council's Policy Development Panel  
for Post Offices  
Suffolk Rural Alliance  
Sullivan D  
Summers A/Orleton Post Office & Stores  
Sumner P  
Sunday Community Council  
Surani K  
Surani K/Sneinton Elements Post Office  
Swaffham Bulbeck Parish Council  
Swale Borough Council  
Swan DK  
Swan J  
Swan S/Kincraig Stores  
Swavesey Parish Council  
Sweet CJ  
Swift A  
Swift A  
Swift J&C  
Swift M  
Swift Mr&Mrs P  
Swindon and District Group of Civil Service  
Pensioners' Alliance  
Swinney J (MSP) and Peter Wishart MP  
Swinson J (MP)  
Sykes Sir David  
Tacolneston Parish Council  
Tait A  
Takeley Parish Council  
Tameside MBC  
Tanar G  
Tarporey Parish Council  
Tatham Parish Council  
Tatsfield Parish Council  
Taylor A  
Taylor A/Aquila Business Services Ltd  
Taylor D  
Taylor E  
Taylor G  
Taylor H  
Taylor K  
Taylor O  
Taylor R  
Tchaikovsky S  
Tector M  
Teignbridge Association of Local Councils  
Telford & Wrekin Council  
Temple-Fry C  
Templeton W  
Terling and Fairstead Parish Council  
Terling C of E Primary School  
Tewkesbury Town Council  
Thatcham Town Council  
Thaxted Parish Council  
Theobald IR  
Thirkill K  
Thirsk Town Council  
Thomas GM  
Thomlinson P/Maiden Bradley Post Office and Stores  
Thompson GS  
Thompson K  
Thompson K/Sanquhar Post Office  
Thompson Mr&Mrs  
Thomson C  
Thorne T  
Thornhackett Parish Council  
Thould R&S  
Threadgill J&C  
Threstic J  
Thronton AM

## Annex A: List of Respondents

Thurlton Parish Council  
Thurso J (MP)  
Thwaites B  
Tickhall Parish Council  
Tidey AC  
Tidsley Mr  
Tierney S  
Titchmarsh G  
Tivetshall Parish Council  
Todd M (MP)  
Todd SF  
Toll C  
Tolley J/Limpsfield Village Store Association  
Tomkinson MJ  
Tomkotowicz A  
Tompsett J  
Torbay Council  
Tordoff A  
Torr A  
Totnes and District Sustainability Group  
Towers M  
Townsend H  
TravelWatch South west  
Travery D  
Trenfield M  
Trenfield R  
Trimdon Foundry Parish Council  
Trinder J  
Tring Rural Parish  
Trowbridge Town Council  
Try S/Welland Post Office  
Tryanor M/Oxenholme Post Office & Store  
Tuck C  
Tucker AS  
Tucker S  
Tudor E  
Tull CS  
Tulloch S  
Tully K  
Tumble Post Office  
Turbeville J  
Turnbull E  
Turner A  
Turner E  
Turvey J  
Twin M  
Twyman P  
Twyning Parish Council  
Tyler EWW  
Tyler MA  
Tynedale Council  
Uley Parish Council/Robins RC  
Uley Parish Council/Sutcliffe A  
Underwood S  
UNITE  
Upper Tweed Community Council/Armstrong K  
Upper Tweed Community Council/Middlemass P  
URR Community Council  
Vale of White Horse District Council  
Valley G  
Vaughan B  
Veitch A  
Venamore BP  
Vernon B/Tithe Farm Oaks Works  
Vewles J  
Vidall MA  
Village Shop Association  
Voice Mr&Mrs MC  
Voluntary Action Cumbria  
Vowles J/Spar Store & Post Office  
Waaldron JA  
Waddell M&M  
Wade I  
Wade P  
Wakefield District Council  
Wakefield Metropolitan District Council  
Wakeling SC & PM  
Walford B  
Walford Mr&Mrs  
Walhest JP  
Walker C  
Walker L  
Walker N  
Walker R  
Walker T  
Walkett S  
Wallace K  
Wallace KM  
Wallace W  
Wallbank F  
Walsh D  
Walsh D and Val Holmes  
Walton Mr&Mrs  
Wandsworth Borough Council  
Wandsworth Pensioners Forum  
War Widows Association of Great Britain  
Warboys Parish Council  
Ward B  
Ward J  
Ward Mrs  
Wardlaw P  
Ware Town Council  
Wareham St Parish Council  
Wargrave Housing Association  
Warmington D&W  
Warwick Town Council  
Waterman G  
Waters KC & GA  
Watford and District Group of CS Pensioners  
Watkins R  
Watling S  
Watson GD  
Watson J&S  
Watson N&P  
Watson S  
Watson V  
Watt A  
Watters P  
Watton C  
Waverley Borough Council  
Way E  
Way Mr&Mrs S  
Wayte M  
Wealden District Council  
Webb MJ  
Webster D  
Webster MC  
Weir J  
Weir M (MP)  
Weir S  
Welbourne Parish Council  
Welch Mrs  
Wells J  
Welsh Assembly  
Welsh Group of Parliamentary Labour Party  
Welsh H  
Welton Parish Council  
Wenhaston with Mells Hamlet Parish Council  
Wernham T  
West & East Putford Parish Council  
West Ardnamurchan Community Council  
West Berkshire Council  
West D  
West Devon Borough Council  
West Dorset District Council  
West Dorset Partnership  
West Dunbartonshire Council  
West Lancashire District Council  
West Lindsey District Council  
West Mr  
West Oxfordshire District Council  
West Somerset Council  
West Sussex County Council  
West Wales Pensioners Alliance  
West Wiltshire District Council  
West,Nigel/Liam/Laura and Jean Bell  
Westbury on Severn Parish Council  
Western Isles Council  
Weston & Basford Parish Council  
Weston Colville Parish Council  
Whalsey Community Council  
Wharton P  
Wharton RP  
Whitaker V

## The Post Office Network

Whitby R  
Whitby S  
Whitchurch Town Council  
White CG & KM  
White DB & CA  
White J  
White M  
White P  
White S  
White S/One Voice Wales  
Whitcroft Community Association  
Whitehead P  
Whitehouse J  
Whiteley J  
Whiteside Mr&mrs MR  
Whittington D  
Wickham Market Parish Council  
Wickham St Paul Parish Council  
Wicks EH  
Widdrington Station + Stabswood Parish Council  
Wigan Metropolitan Borough Council  
Wigman MA  
Wild ED  
Wild R  
Wilkes J  
Wilkinson P&W  
Williams A  
Williams E  
Williams J  
Williams K  
Williams LE  
Williams Mrs  
Williams Mark  
Williams N  
Williams R (MP)  
Williams TG  
Willing D  
Willington Parish Council  
Willis F (MP)  
Willis P  
Willis R  
Willis S/R3N  
Wills D  
Wilmot AE  
Wilsdon C  
Wilson A  
Wilson G  
Wilson GE  
Wilson J  
Wilson J  
Wilson J  
Wilson J  
Wilson JD  
Wilson JL  
Wilson L  
Wilson M

Wiltshire County Council  
Winchelsea Community Office  
Winchester City Council  
Windermere Town Council  
Windmuller L  
Windsor Mr&Mrs  
Winkleigh Parish Council  
Winnington E  
Winterburn P  
Wishart JF & DL  
Witley Parish Council  
Wokingham District Council  
Wolverhampton City Council  
Wonersh Parish Council  
Wood J/Highland Archaeology Services  
Wood M  
Wood RE  
Woodchester Parish Council  
Woodham Water Parish Council  
Woods PJE  
Wookey S Reverend  
Woollcott N  
Woolley LAD  
Woolsey EA  
Worcestershire Chaplaincy for Agricultural and Rural Life  
Worcestershire County Council  
Wotherspoon T  
Wreay IM  
Wright C  
Wright DE  
Wright H  
Wright J  
Wright J  
Wright LB  
Wright M  
Wright R  
Wright W  
Writtle Parish Council  
Wyatt Mrs  
Wyatt RJ  
Wychavon District Council  
Wylam J Reverend  
Wynn C  
Wyre Borough Council  
Wyre Forest District Council  
Wythall Parish Council  
Yarrow F  
Yeatman Biggs N  
Yendell DM  
Yendell Mr&Mrs DG  
York Conservatives Association  
Yorkshire & Humber Rural Community Councils  
Yorkshire and Humber Assembly  
Young H  
Younger S  
Yoxford Parish Council





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