

The Post Office network

Postcomm's role in relation to Post Office Limited is to give the Secretary of State for Business, Innovation and Skills advice and information on the number and location of public post offices, and their accessibility to users of postal services. We do this in the form of an annual post office network report. We also carry out any post office related research if requested to do so by the Department of Business, Innovation and Skills. We are not involved in making decisions on the future of either the network or any individual post office.

Our annual reports include:

- the latest developments in the Post Office network;
- the accessibility of Post Office services to customers; and
- the provision of Post Office services taking account of the current and future needs of customers including vulnerable groups and those living in isolated and deprived areas.

Key points from the report:

- By the end of March 2009, there were 11,952 post office branches in the UK, compared to 13,567 at the end of March 2008;
- During 2008/09 Post Office Limited completed the Network Change Programme and retained the Post Office Card Account – two major challenges;
- The Network Change Programme resulted in the compensated closure of 2,432 post offices and, according to Post Office Ltd, savings of £45m per year; and
- Post Office Ltd made a profit of £41m for the year ending March 2009, a figure which includes a £150m annual subsidy from the Government (available until 2010/11). Post Office Limited's operating profit improved by £75m - from a loss of £34m in 2007-08. This means that Post Office Limited is on track to meet a goal set out in its current 5-year strategic plan to return to profitability by 2011.

Useful links

- **www.psc.gov.uk** – Postcomm’s website, for further information on all aspects of the mail market and full details of all of our reports and research on Post Offices
- **www.consumerfocus.org.uk** – website for Consumer Focus, the UK organisation for consumer issues including post.
- **www.postoffice.co.uk** – website for Post Office Limited, setting out details of the range of products and services available via the network
- **www.nfsp.org.uk** - National Federation of Sub Postmasters, which represents the interests of sub postmasters

Please contact Postcomm for a full list of titles available in this series.

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Postcomm is the independent regulator for postal services in the UK. This is one of a series of fact sheets designed to provide background information on key issues in the postal services sector. Contact us at 6 Hercules Road, London, SE1 7DB.

Tel 020 7593 2100, **Email** info@psc.gov.uk

A large print version is available.

Please telephone: 020 7593 2100 or

Email: info@psc.gov.uk

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