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13 March 2008

To: All Members of the Overview & Scrutiny Committee

Dear Member,

Overview and Scrutiny Committee, Monday 17th March 2008, 7pm

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

10. CABINET MEMBER QUESTIONS: CABINET MEMBER FOR ENVIRONMENT AND CONSERVATION (PAGES 1 - 2)

Answers to questions from Councillor Brian Haley, Cabinet Member for Environment and Conservation.

12. POST OFFICE CLOSURES SCOPING DOCUMENT (PAGES 3 - 72)

(Report of the Chair of Overview & Scrutiny) To approve the scope and terms of reference for the Scrutiny Review of the proposed Post Office closures in Haringey.

16. QUARTER THREE REVIEW OF HARINGEY'S LOCAL AREA AGREEMENT 'STRETCH TARGETS' (PAGES 73 - 78)

(Report of the Head of Policy and Performance) To provide an update on progress against the Local Area Agreement stretch targets including an analysis of direction of travel and likely end of year one outcome.

Yours sincerely

Jeremy Williams
Principal Committee Coordinator

OVERVIEW & SCRUTINY COMMITTEE
Responses to Questions from Cllr Brian Haley
Cabinet Member for Environment & Conservation

From Councillor Newton:

For each Stop and Shop scheme for both Muswell Hill and Crouch End please provide the following:

How much did it cost to recently replace the signage to make it compliant with TSRGG?

Answer:

Prior to the signs being erected on site, the council contacted the Department for Transport (DFT) who confirmed that the signs provided to them matched those within the TSRGD 2002. However, as the council received a number of representations stating that the signs were confusing meetings were held between the Traffic and Road Safety Group and legal team to determine if any changes could be made to make the signs clearer to residents.

The number of signs that were changed and the total costs to erect them are as follows,

	No. of signs	Cost
Muswell Hill	10	£754.68
Crouch End	12	£561.7
Total:	22	£1316.38

How many PCNs have been issued from the implementation of Stop and Shop and the replacement of signage on 20/02/08?

Total = 8623 **Muswell Hill = 5586** **Crouch End = 3037**

How many tow-aways have there been from the implementation of Stop and Shop and replacement of signage on 20/02/08?

Total = 295 **Muswell Hill = 72** **Crouch End = 223**

(The remaining questions below, due to the high number of man hours required to complete these, if Cllr Newton requires responses to these it is asked that he apply for a Freedom of Information Request)

How many of the PCNs have been contested?

How many of these have been successfully contested?

How many of those that the Council continued to enforce were refused on the basis that in the opinion of the Council the signage complied with TSRGG?

How many tow-aways have been contested?

How many of these have been successfully contested?

How many of those that the Council continued to enforce were refused on the basis that in the opinion of the Council the signage complied with TSRGG?

How many have been appealed to the parking adjudicator?

Question from Councillor Bevan:

Can the Cabinet Member please confirm whether the below plan has been implemented. Can the Cabinet Member also provide information on any areas which have not been implemented, the reasons for non-implementation and a timescale for completion.

Plan For Implementation of Byelaws using the Fast Track Scheme Commencing Dec 2006:

- *Review and research current byelaws, meetings and consultation await feedback, consider which byelaws are appropriate for which space **2-4 months***
- *Drafting changes and deliberations with the DCLG. If no changes are proposed this period can be deleted. **2-4 months***
- *Once changes (if any) are finalised and approved by the DCLG on behalf of the Secretary of State then the process of sealing and advertising the suggested byelaws etc will likely take another **2-4 months***
- *Placing the items before the appropriate Committee will also need to be timetabled in (especially if full council meet only every 3 months etc).*

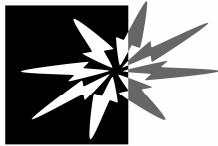
Legal have advised the most realistic time frame from beginning to full implementation as being approximately 12 months – this could be reduced depending on the changes.

Answer:

There have been further delays with the implementation of the revised byelaws, this has been mainly due to waiting for Alexandra Palace Board of Trustees to meet and decide if they wish to update their byelaws that date back to 1929. The meeting took place in October 2007 and the Board of Trustees were happy for the byelaws to be updated, but advised that the Advisory & Consultative Committee is properly consulted prior to any changes being agreed. The Alexandra Palace Park Manager is to present the proposal in March 2008.

The reason we are waiting for the palace decision is if there are new byelaws in place for all open spaces and parks in the Borough and different ones for Alexandra Palace then this may lead to confusion for members of the public. Furthermore, there is very little in the Alexandra Palace Byelaws which will not be covered in the new byelaws and much of what is provided for in the existing byelaws is of little relevance today.

Once the byelaws are properly drafted they need to be sent to the Communities & Local Government for prior approval, then we will need to advertise them, place them before the appropriate committee and send them for formal approval and sealing by both the Council and the Secretary of State. The whole process is likely to take in excess of 6 months. Please see attached the draft byelaws for reference.



Haringey Council
Agenda item:

[No.]

Overview & Scrutiny Committee

On 17th March 2008

Report Title: Scoping Paper - Scrutiny Review of Post Office Closures in Haringey (the national Network Change Programme)

Report of: Cllr Gideon Bull, Chair of Overview & Scrutiny Committee

Wards(s) affected: Noel Park,
 Tottenham Green, Stroud Green &
 Alexandra / ALL

Report for: Non Key

1. Purpose (That is, the decision required)

1.1 To approve the scope and terms of reference for the Scrutiny Review of the proposed Post Office closures in Haringey.

2. Recommendations

2.1 That the proposed terms of reference and work-plan for the review be approved.

2.2 That, in view of the need to submit a response to the consultation before the next meeting of the Committee on 7 April, the Assistant Chief Executive (Policy, Performance, Partnerships and Communication Service) be delegated authority to approve the final report of the review panel of Members set up to consider the issue, in consultation with the Chair of Overview and Scrutiny Committee and the opposition spokesperson.

Report Authorised by: Cllr Gideon Bull, Chair of Overview & Scrutiny Committee

Contact Officer: Rob Mack, Principal Officer, Overview & Scrutiny 0208 489 2921
rob.mack@haringey.gov.uk

3. Chief Financial Officer Comments

3.1 [click here to type]

4. Head of Legal Services Comments

This Scrutiny review will take place within GLA pre- election period. Enhanced restrictions on local authority publicity during an election period are imposed by the Code of Practice on Local Authority Publicity published under the Local Government Act 1986. During this period the Council should not engage in publicity surrounding controversial issues that may feature in the election nor must they give a platform for party political views that may

have a bearing on election issues. The issue of post office closures is a potential issue in the forthcoming GLA elections. Members should recognise this and pay close attention to their terms of reference, being careful not to engage in any debate concerning the need for change or the principle of closures, concentrating instead on consideration of the local impact of the London Local Area Plan

5. Local Government (Access to Information) Act 1985

Network Change Programme: London Area Proposal Plan (Post Office Ltd, 2008)

Post Offices in London: future directions (London Assembly, July 2007)

The Post Office Network: Government response to the public consultation (DTI, 2007).

The Post Office Network: A consultation document (DTI, 2006)

All reports can be obtained by contacting Rob Mack, Overview & Scrutiny: 0208 489 2921 rob.mack@haringey.gov.uk

Introduction

6. Initial proposals for the modernisation and restructuring of the national post office network were published by the Government in December 2006. Subsequent to public consultation on these proposals, Post Office Ltd was required to implement a programme of 2,500 compensated closures across the national post office network. In February 2008, Post Office Ltd published the London Local Area Plan which provided details of the planned post office closures across the Greater London region. This contained proposals for the closure of six post offices in Haringey.
7. Proposals for the London Local Area Plan are open for public consultation over a 6 week period (February 19th 2008 through to April 2nd 2008). The following report provides background to the proposed post office closures and an overview of the national and local consultation processes. The report also describes the objectives and methods that will be used for the proposed scrutiny review of the post office closures in Haringey. Explicitly, the report details how the scrutiny review will gather evidence on the impact that the proposed closures will have in Haringey; on residents, businesses and within the wider community. It is anticipated that the findings and recommendations from this review will form part of Haringey Councils response to the London Local Area Plan consultation.

National Background

8. The Post Office network currently consists of approximately 14,300 post offices. 97% of these are franchised and are run as private businesses; the remainder (approximately 465 offices) are directly managed by the Post Office Ltd and are known as Crown Post Offices. Aside from postal services, post offices provide a number of key services including access to pensions and welfare benefits, access to other government agencies (i.e. passport, driving license), banking facilities and bill payment services. It is estimated that there are 24 million visits to the Post Office network each week (Postwatch, 2008)
9. Technological advancements, social and cultural changes as well as economic constraints continue to shape the size of the Post Office network and the nature of the services it provides. More people now use e-mail instead of letters, bills are more

commonly paid by direct debit or internet banking than through over the counter services and 75% of all welfare benefits are now paid directly in to people's bank accounts instead of cashed through benefit books at the post office (DTI, 2006). As a result of these and other changes, there were 4 million fewer visits to post offices in 2006 than in 2004 (DTI, 2006).

10. These and other developments have impacted on the financial viability of individual post offices and on the profitability of the post office network as a whole. In 2005, 1,600 branches served fewer than 20 customers per day, losing £8 for every transaction made (DTI, 2006). Post Office Ltd averaged a £100million operating loss each year from 2003-2007 and is currently operating a £4million loss each week (DTI, 2006). This has proved a key driver for change within the post office network.

National Consultation

11. In December 2006, the government presented proposals to restructure and modernise the Post Office network to ensure the future sustainability of a national network of post offices (Appendix A). These proposals highlighted the key challenges faced by the Post Office network, emphasised the important role that Post Offices provide within the community and reaffirmed a commitment to retaining a national Post Office network. The overarching aim of the proposals was to present a planned approach in developing a sustainable national network of post offices.

12. Within these proposals, it was recommended that up to 2,500 compensated closures should take place across the national network of post offices. Additionally, to help stem financial losses, proposals were also put forward to franchise a limited number of offices within Crown Post Office network. Other elements within the government proposals were:

- 500 outreach services in rural areas affected by closures
- Allow the Post Office to expand business opportunities
- £1.7 billion funding to 2011 (for compensation of sub post masters, maintenance of social network subsidy, development of outreach services and forecast Post Office losses to 2011)
- Intention to devolve greater responsibility and flexibility for funding of post office services to the local level.

13. The consultation also established minimum access criteria that would be used by Post Office Ltd to determine those post offices that should be closed and to shape the future national network of Post Offices. These were specified as thus:

- Nationally, 95% of the population to be within 3 miles and 90% of the population to be within 1 mile of a post office
- 99% of the population in urban deprived areas¹ to be within 1 mile of a post office
- 95% of total urban population to be within 1 mile of their nearest post office
- 95% of rural population to be within 3 miles of their nearest post office.

14. The national public consultation closed in March 2007 with no significant changes reported to those original proposals set out above (DTI, 2007). Post Office Ltd was therefore expected to implement a programme of post offices closures and franchising (called the Network Change Programme). Within this programme, Post Office Ltd was

¹ Urban deprived defined as '15% most deprived areas in the UK'.

required to develop Local Area Plans which detailed those post offices identified for closure based on applying the minimum access criteria. In addition, to inform decisions around post offices closures, Post Office Ltd was required to consult with Postwatch, Sub Postmasters, Local Authorities and Regional Development Agencies.

15. Individual Local Area Plans were then to be published in a rolling programme of consultations within the Network Change Programme (commenced in October 2007). Post Office Ltd was required to conduct 6 week public consultations for each Local area Plan.

London Area Plan

16. The London Area Plan (Appendix B) is the 19th consultation to be undertaken in the national Network Change Programme. The Plan proposes to maintain a network of 681 post offices within the London region and to close 169 post offices across the 33 London Boroughs. This equates to 5.1 post office closures per Borough (4.6 Inner London, 5.5 outer London). Plans were also put forward to franchise 4 post offices within the Crown Post Office network. There are no proposals for replacement outreach services in the London Area Plan.

17. The Plan states that minimum access criteria have been used to develop proposals for the identified post office closures in London (as set out in para 13). In addition, the consultation documentation indicates that other criteria have been taken into account in developing proposals for individual post office closures:

- Proximity of Post Office branches proposed for closure to nearby branches
- Physical obstacles which may affect access to alternative branches
- Availability of public transport to alternative branches
- Alternative access to key Post Office services
- Local demographics
- Impact on local economies.
- The number of customers using branches proposed for closure
- The size and ability of nearby branches to absorb extra customers
- Commercial implications of any decision for Post Office Ltd.

18. The London Area Plan has proposed that 6 post offices be closed in Haringey and that one is franchised:

Proposed Closures

100, Alexandra Park Road, N10
Page Green, 100 Broad Lane, N15
434, West Green Road, N15
Salisbury Road, N22
69, Weston Park, N8
Ferme Park Road, N4

Franchise

Tottenham, 825 High Road

19. Individual branch access reports have been produced for each of the planned closures (Appendix C). These reports provide detailed information on the services provided at each of the planned closure and the relative accessibility of the nearest two alternative post office sites. A map showing the geographical location of the proposed post office closures in Haringey and the remaining post office network (against socio-economic deprivation) is contained in Appendix D.

Consultation on the London Area Plan

20. The consultation for proposals within the London Area Plan commenced on February 19th 2008 and end 2nd April 2008 (6 weeks). A memorandum of understanding between Post Office Ltd and Postwatch has been drawn up to guide and inform the consultation process (Postwatch, 2008a). This memorandum stipulates that there will be three phases within local consultations:

Phase	Consultation activity
Pre Public Consultation (complete)	<ul style="list-style-type: none"> ▪ Post Office Ltd to provide Postwatch with first draft proposals ▪ Post Office apply issues and information from pre consultation ▪ Postwatch advise on proposals and assist in developing Local Area Plan
Public Consultation (19th February – 2nd April)	<ul style="list-style-type: none"> ▪ Post Office Ltd ensure appropriate distribution of proposals ▪ Postwatch ensure that appropriate bodies and individuals are consulted ▪ Consultation responses shared with Postwatch
Post Public Consultation	<ul style="list-style-type: none"> ▪ Post Office Ltd produce a final Area Plan based on consultation response ▪ Postwatch may instigate a review process for specific closures where it feels full consideration has not been given to evidence within the consultation ▪ Postwatch does not have the power of veto over any closures

21. The memorandum of understanding between Post Office Ltd and Postwatch contains important guidance for the consultation process which should guide and inform responses and submissions:

- Post Office Ltd is not consulting on the need to change as this has been undertaken within the national consultation
- Post Office Ltd is consulting on the most effective way that Government policy can be implemented in a particular area
- Consultation should encourage responses on the accessibility of nearest available services given the proposed changes

22. As Post Office Ltd has been asked by the Government to close up to 2,500 branches, where a proposed closure is withdrawn as a result of the public consultation, the area plan will remain live until Post Office Ltd has reassessed the options available. Post Office Ltd can:

- Replace the withdrawn closure with another proposed for closure within the area;
- Replace the withdrawn closure with a proposed outreach service;
- Continue with the area plan less one closure.

(Postwatch 2008)

Terms of reference and objectives for the scrutiny review

23. It is proposed that a scrutiny review of the proposed post office closures in Haringey be undertaken by the Overview & Scrutiny Committee. The proposed terms of reference for the review are thus:

‘To gather evidence on the social and economic impact of the proposed post office closures in Haringey and the impact that this will have on customers, residents and businesses in those areas affected and to present this as part of Haringey’s submission to the consultation for the London Area Plan.’

24. Within the terms of reference, it is suggested that the scrutiny review aim to fulfil the following specific objectives:

- To obtain information and comment on the criteria used to identify post offices intended for closure and its application within Haringey.
- To obtain evidence from interested parties of the impact that the planned post office closures will have on Haringey residents, businesses and in the wider community and how they will affect future access to post office services in Haringey
- To identify future processes for facilitating a sustainable post office network in Haringey.

Key stakeholders

25. A number of key stakeholders have been identified as possible informants to the review:

- Post Office Ltd representatives
- Post Watch representatives
- National Federation of Sub Postmasters
- Residents Associations
- General Public
-
- Local Councillors (those affected by closures)
- All other local Councillors
- Sub Postmasters of those post offices proposed for closure
- Citizens Advice Bureau
- Representatives from other local interest groups and leading voluntary organisations
- Leader of Council and Cabinet Members
- Local MPs
- Age Concern

Membership Panel

26. It is proposed that there be 8 Members of the review Panel comprising of 4 Labour Councillors and 4 Liberal Democrats. The Panel will be chaired by Cllr Bull as Chair of Overview & Scrutiny Committee and the Vice Chair will be Councillor Winskill. The full membership of the review Panel is thus:

- Cllr Bull (Chair)
- Cllr Mallett
- Cllr Harris (Catherine)
- Cllr Dobbie
- Cllr Winskill (Vice Chair)
- Cllr Sara Beynon
- Cllr Rachel Allison
- Another Liberal Democrat Member (tba)

Evidence Session

27. Given the duration of the consultation period for the post office closures it would be impracticable to hold a series of evidence sessions for this scrutiny review. It is therefore proposed that a full day long scrutiny review is held to allow the necessary evidence to be obtained to complete the review.

28. The scrutiny event is planned to take place on the 26th March (from 3pm) and will hear evidence from key stakeholders, local interest groups and individuals affected by the

closures (as in 25). The day is divided in to two sessions. Session one will focus on obtaining evidence from key stakeholders and will allow the Panel to question informants the planned post office closures in Haringey. Session two will operate on a workshop format, which will allow evidence to be collected on the impact of individual post office closures. A full programme of the scrutiny event is contained within Appendix E.

Sources of Evidence

29. In addition to oral evidence to the Panel, the review will consider other sources of evidence including:
- National guidance and targets (Department of Business, Enterprise & Regulatory Reform)
 - Reports and documentation from other representative bodies (Local Government Association, London Councils, Greater London Assembly, London Mayors Office)
 - Research documentation (Postwatch, Postcomm)
 - Local demographic profiles and statistics
 - Interviews with a range of stakeholders including the PCT, local GPs and Social Services.

Outcomes

30. Utilising the evidence obtained from the scrutiny event and other sources of evidence submitted to the panel, it is intended that a full scrutiny review report will be produced. This review will contain a summary of the main findings of the review and detail recommendations to be considered within the consultation for the London Local Area Plan for post office closures.

Procedure for Authorising the Report

31. Given the time limitations imposed by the 6 week consultation period for the London Area Plan and the fact that the consultation deadline (2 April) falls before the next meeting of the Committee, it will be necessary for the final report to be approved by the Assistant Chief Executive (Policy, Performance, Partnerships and Communication Service) under delegated authority, in consultation with the Chair and Opposition Spokesperson.

Timescale

32. An outline of the proposed timeframe for the completion of the review is tabled below.

17th March	Overview & Scrutiny Committee	<ul style="list-style-type: none"> ▪ Approve terms of reference ▪ Confirm Panel
17th - 26th March	Overview & Scrutiny Service	<ul style="list-style-type: none"> ▪ Confirm attendees ▪ Background briefing ▪ Event preparation
26th March	Scrutiny Review Meeting	<ul style="list-style-type: none"> ▪ Panel to receive evidence from stakeholders ▪ Panel to collate evidence on

		planned closures <ul style="list-style-type: none"> ▪ Panel to form conclusions & recommendations
26th March – 2nd April	Completion of review	<ul style="list-style-type: none"> ▪ Collation of evidence for individual closures ▪ Report writing
	Procedures for authorising the final report	<ul style="list-style-type: none"> ▪ Report authorised by Chair and opposition Chief Whip
Wednesday 2nd April	Post Office Ltd	<ul style="list-style-type: none"> ▪ Submission of review to the consultation

References:

Postwatch 2008	http://www.postwatch.co.uk/
Postwatch 2008a	Memorandum of Understanding between Post Office Ltd and Postwatch in respect of the consultation process that will apply to the Network Change Programme.
Post Office Ltd 2008	Network Change Programme: London Area Plan
Post Office Ltd 2008a	Branch Access Report ftp://ftp.royalmail.com/Downloads/public/ctf/po/London_area_A3_Branch_Access_Reports_3.pdf
DTI, 2006	Post Office Network: A consultation Document Department of Trade & Industry

dti

THE POST OFFICE NETWORK

A consultation
document

DECEMBER 2006

Why the DTI is conducting this consultation

Post offices play an important social and economic role in the communities they serve. With new technology, changing lifestyles and a wider choice of accessing services, people are visiting post offices less. The network's losses have risen to almost £4 million a week this year and it is unsustainable in its present form. But it remains the Government's priority to maintain a national post office network with national coverage.

To achieve this, a new policy and financial framework is now needed and the Government is seeking views on its future proposals.

Issued	14 December 2006
Respond by	8 March 2007
Enquiries to Address	Post Office Network Consultation, Department of Trade and Industry, Response Centre, 1 Victoria Street, London, SW1H 0ET
Email	dti.enquiries@dti.gsi.gov.uk

Contents

Introduction	4
Summary of Government Proposals	5
How to Respond	7
Section 1: A National Network	9
Section 2: The Challenges	11
Section 3: The Need for Change	14
Section 4: The Future Shape of the Network	16
Section 5: A Restructured National Network	22
Section 6: Conclusions	25
Questions	27
Annex A Consultation Code of Practice	28
Annex B Consultation Response Form	29
Annex C List of organisations consulted	33

Introduction

Post offices provide a key service in our villages, towns and cities. A national network is essential and it has a social value as well as an economic role.

This is why we have invested over £2 billion since 1999 to support it. That support will continue. We are prepared to make substantial further funding available over the next five years to keep the network national and to help the company make the necessary changes to transform the network and put it on a stable footing for the future.

Post offices face a long-term challenge. From online services, e-mail, phone and Internet banking, direct debit, text messaging – people are increasingly choosing to live their lives in different ways. Some 4 million fewer people are using their post office each week than two years ago. The network lost £2 million every single week last year, rising to £4 million this year. That can't go on.

Those who run these businesses know that better than anyone. That is why the National Federation of Subpostmasters and the all-party Trade and Industry Select Committee have recognised that the current size of the network of over 14,000 offices as 'unsustainable'.

To create a sustainable network, we want to enable Post Office Ltd to modernise, to restore Crown offices to profitability, to invest in new product offerings and to look at innovative ways to deliver the services that people need. It will mean changes to the size of the network, but we will work with and protect vulnerable communities making sure that the right services are in the right place. For example where a subpostmaster provides 'Outreach' services to nearby small communities.

A national network on a strong, stable footing to meet the challenges of today. That is what the country needs. That is what our proposals aim to deliver.

Summary of the Government's proposals for the Post Office network

- We intend to make substantial further funding available over the five years to 2011. This will support the necessary restructuring and modernisation of the network to put it on a more stable footing and provide ongoing support for the social network up to current levels. There will be a need for an ongoing subsidy of the social network beyond 2011.
- We propose to introduce new access criteria for the national Post Office network which includes criteria to protect vulnerable consumers in deprived urban areas and rural and remote areas.
 - *Nationally*, 99% within 3 miles and 90% of the population to be within 1 mile;
 - In *deprived urban areas*¹, 99% of the population to be within 1 mile;
 - In *urban areas*, 95% of the population to be within 1 mile;
 - In *rural areas*, 95% of the total rural population within 3 miles.
 - In remote areas, 95% of the population in postcode districts² within 6 miles.
 - Across the country as a whole there cannot be a 'one size fits all' approach to access criteria. In applying them, Post Office Ltd will take account of local conditions such as rivers, mountains, valleys, motorways and sea crossings to islands.
- The proposed new access criteria are in recognition of the important social role that post offices play in communities across the country.
- A national network is necessary to ensure that people have access to cash and benefits especially in remote areas.

1 deprived urban communities are those in the 10% most deprived super output areas as identified by the Indices of Multiple Deprivation

2 a postcode district is the first part of the postcode e.g. SL9. There are 2,795 nationwide of which 38 do not currently meet this criterion. These 38 will continue to be exempt but we will not allow any further postcode districts to be exempt.

- The current Post Office card account (POca) contract ends in March 2010. The Government has considered and decided that it will continue with a new account after 2010. This will be available nationally and customers will be eligible for the account on the same basis as they are now.
- We recognise the important social and economic role of post offices and we are committed to maintaining a national network but we also recognise that some restructuring will be necessary to put it on a firmer, more sustainable footing.
- We will provide support for a restructuring of the network with up to 2500 closures within that framework which will maintain a national network. Subpostmasters leaving the network under the restructuring programme will be compensated. We expect that Post Office Ltd will implement this process over an 18 month period from summer 2007, giving priority to protecting vulnerable communities in villages, towns and cities.
- We also intend to 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 will provide support to enable Post Office Ltd to expand into new areas of business including the development of its new financial services products, such as savings and insurance, and provide finance to restructure and modernise and restore the network of Crown post offices to profitability transforming them into flagships of the Post Office brand alongside a number of closures and continued franchising through link-ups with experienced retailers.
- Post Office Ltd plan to develop new market and business opportunities for the network among Internet companies and other mail operators. For example, a key area of opportunity currently being trialled is to provide customers with the ability to pick up parcels they have ordered through mail order companies or via Internet services from post office counters. The company is also planning a rapid roll-out of up to 4,000 free to use ATMs across the network.
- For the longer term beyond 2011, we propose to investigate what role Local Authorities in England and the Devolved Administrations in Scotland, Wales and Northern Ireland might play in influencing how the postal services are best delivered in the future.

How to Respond

The Department of Trade and Industry invites views on any aspect raised in this document and, in particular, where views have been specifically requested.

This consultation opened on 14 December 2006. The last date for responses is 8 March 2007.

When responding please state whether you are responding as an individual or representing the views of an organisation. If responding on behalf of an organisation, please make it clear who the organisation represents and, where applicable, how the views of members were assembled. Written responses can be submitted by letter, fax or (preferably) e-mail to:

Postal Office Network Consultation
Department of Trade and Industry
Response Centre
Victoria Street
London
SW1H 0ET
Fax: 00 44 (0) 20 7215 5329
E-mail: dti.enquiries@dti.gsi.gov.uk

A copy of the consultation response form is enclosed at Annex B. The Department will also be able to arrange for hard copies, or other languages or copies in Braille to be provided if necessary. Further copies of the electronic consultation document and the response form can be obtained from the DTI website – <http://www.dti.gov.uk/consultations/index.html>

A list of those organisations and individuals consulted is at Annex C. We would welcome suggestions for others who you think may wish to be involved in this consultation process.

Confidentiality

Information provided in response to this consultation, including personal information, may be subject to publication or disclosure in accordance with the access to information regimes (these are primarily the Freedom of Information Act 2000 (FOIA), the Data Protection Act 1998 (DPA) and the Environmental Information Regulations 2004). If you want other information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Department will process your personal data in accordance with the DPA and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties.

Complaints

If you have any comments or complaints about the way this consultation has been conducted, these should be sent to:

Mary Smeeth
Consultation Co-ordinator
Department of Trade and Industry
Bay 4110
1 Victoria Street
London
SW1H 0ET
E-mail Mary.Smeeth@dti.gsi.gov.uk
Tel 00 44 (0) 20 7215 2146

See Annex A for the Consultation Code of Practice

Additional copies

You may make copies of this document without seeking permission.

Queries

Queries on the issues raised in this consultation should be addressed to the DTI Response Centre at the contact details above.

[If you foresee any unintended consequences or other implications of our proposals please let us know what you believe these may be.]

Section 1:

A National Network

The Post Office network plays an important social and economic role in the communities it serves. The Government has made substantial investment of over £2 billion in the network since 1999 and it will continue to maintain a national post office network.

- 1.1 From a peak of some 25,000 offices in the mid-1960s, the network began to decline in size as early as 1970 and has continued to do so since then with some 6,000 ad hoc closures having taken place by 1997. Until the first restructuring of the network on a managed basis under the Urban Reinvention programme between 2002 and 2005 and the introduction of a £150 million annual subsidy for the rural network in 2003 there was no policy or support to help the network adapt to wider changes in society.
- 1.2 Since 1999, the Government has made a very substantial investment in the Post Office network of more than £2 billion to help it adapt to the changing needs of customers and to the marketplace in which it operates. This included £500 million investment in the Horizon project to bring modern computer systems into every post office in the country for the first time – enabling Post Office Ltd to launch a range of new products and to open its counters to potentially over 20 million bank customers. It also includes the funding of £150 million a year, £750 million in total, to support the rural network for five years from 2003 to 2008.
- 1.3 A key element of this approach has been Government's recognition of the important social and economic role post offices play in the communities they serve and particularly among the more vulnerable customer groups who rely on them as a lifeline. Because of the depth of its geographic reach, the Post Office network is uniquely placed to provide key services including access to cash and benefits, bill payment facilities as well as to postal services in remote areas.

- 1.4 Maintaining a national network with national coverage remains our priority and we therefore want to enable Post Office Ltd to modernise and refresh the network to tackle the challenges of the future, so that the network remains well used.

Section 2:

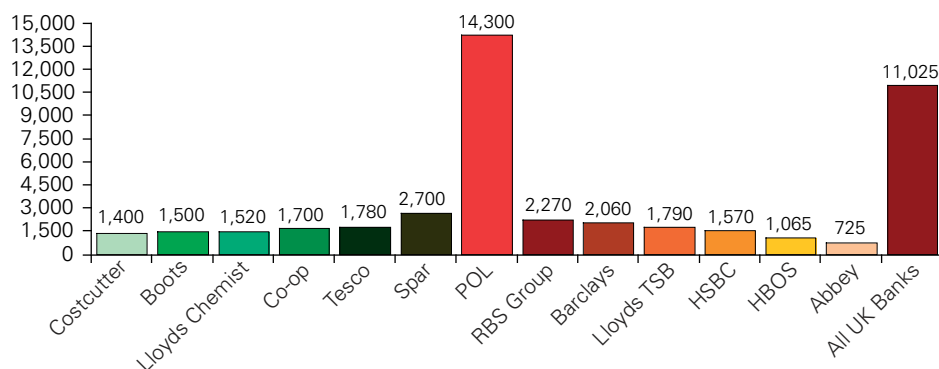
The Challenges

With new technology, changing habits and a wider choice of accessing services, people are visiting their post offices less often. Some 4 million fewer people are using the post office each week than two years ago. The network lost £2 million each week last year, rising to £4 million this year.

- 2.1 The market in which the Post Office network operates has changed beyond recognition over the last ten to fifteen years. Traditionally, the post office was where people went to post a letter, to pay their utility bills and to collect their benefits. Many still do. But increasing numbers of people choose to send an e-mail or text; pay bills by direct debit or Internet banking; and have benefits paid into their bank accounts. Stamps (which were once synonymous with the Post Office) can today be bought in 50,000 other retail outlets. They can even be bought, and personalised, over the Internet.
- 2.2 The way people choose to access their money, pay their bills or use government services is changing. 75% of all benefit recipients now choose to have their payments made into bank accounts. Nationally, 8.7 million out of a total of 11.2 million pensioners now get their pensions paid into a bank account. Online access to other services is proving very popular: for example over 3 million people have renewed their motor vehicle licence online this year. Clearly customers have embraced these new methods of payments which they find flexible and convenient.
- 2.3 As a result of this new technology, changing habits and lifestyles and wider choice of accessing services, people are visiting their post offices less and less. Though post offices served 24 million customers each week last year, some 4 million fewer customers visited a post office branch each week than two years earlier.

- 2.4 If the network is to survive it must face up to the very real challenge of adapting to the different ways people are choosing to access services. Post Office Ltd has made major strides in developing new areas of business such as financial services and telecommunications offerings to help offset declining demand for traditional products and services, but a substantial and growing gap remains between revenues and the costs of maintaining the network.
- 2.5 The Government is providing a social network subsidy of £150 million a year to support rural offices. With an average of 7 million customers a week using the rural network this represents an annual subsidy of just over £20. Despite this the network still lost on average £2 million a week last year with total losses of £100 million over the year before taking the social network payment into account. In the current financial year, losses are forecast to reach around £4 million every week or £200 million over the year and to meet Post Office Ltd’s cash requirements, the Government’s total funding will amount to more than £7 million a week.
- 2.6 The post office network is by far the largest nationwide retail network in the country compared with other commercial networks as shown in the table below. It has 8 times more branches than Tesco, and more branches than all the other UK banks put together. As those companies are constantly innovating and competing to offer more services, they present a constant challenge to the Post Office network. The network’s scale of coverage, heavily underpinned by public subsidy, is a considerable asset, but nevertheless the costs associated with maintaining it make it increasingly hard for Post Office Ltd to compete effectively for business against lower cost, more flexible competitors.

Size of Retail and Bank Branch Networks



- 2.7 With the exception of the 480 Crown post offices, all other post offices are privately owned and operate as agencies or franchises under contract with Post Office Ltd. Historically these branches have been located where the subpostmaster chose to set up in business rather than on a strategic decision on the part of Post Office Ltd. Over time this has left an oversized network not always best placed to serve its customers or to exploit available commercial opportunities.

- 2.8 In both rural and urban areas, too many branches are competing for the same customers and some branches are hardly used at all. Last year, on average the 800 smallest rural post offices served just 16 people a week at a cost to the taxpayer, whatever the level of transaction, of £17 per visit. 1,600 branches served fewer than 20 customers a day and losing £8 for every transaction they made. More than half the rural network has fewer than 500 customers each week and more than 80% of the rural network is unprofitable to Post Office Ltd.
- 2.9 Although Post Office Ltd's Urban Reinvention Programme helped to reduce levels of over-provision in some urban areas where there were too many offices competing for the customers available for them all to thrive as businesses. It is clear that with viability continuing to decline, more needs to be done to place the urban network on a sustainable footing and to protect the overall geographical reach of the network.
- 2.10 In addition to the branches operated by subpostmasters, Post Office Ltd directly operates and manages some 500 Crown post offices, mainly in the centre of our towns and cities. These Crown Offices conduct a fifth of all Post Office Ltd business. But last year they lost £50 million (and are expected to lose £70 million this year), with the agency offices located in deprived urban areas collectively losing a further £5 million.

Section 3:

Need for Change

The network is unsustainable in its present form. It needs to adopt more flexible and cost effective ways of delivering services and responding to customers' needs.

- 3.1 There is now widespread consensus between Post Office Ltd, the National Federation of Subpostmasters, Postcomm and Postwatch that change is needed to modernise and adapt the Post Office network to meet the needs of customers in today's digital age. The recent all party Trade and Industry Committee also recognised that consensus reporting in its Ninth Report published on 30 October 2006 that "There appears to be widespread, if reluctant, acceptance among our witnesses that a network of 14,500 branches is unsustainable."³
- 3.2 It is clear that the Post Office Network has a continuing and important role for the future. It provides one of several channels for delivery of Government services. It acts as a social hub in many areas.
- 3.3 On a purely commercial basis it would not be possible for Post Offices to continue to play these roles. Post Office Ltd has indicated that a purely commercial network would comprise only around 3,600-4,000 offices. Recognising the social role played by post offices, however, the Government believes there is a need to retain a national network beyond what is affordable on a purely commercial basis. In order to do this in a way that is sustainable for the future Post Office Ltd will need to adopt new, more flexible ways of delivering its services which are able to respond to the changing needs of its customers.

³ Link to the Trade and Industry Ninth Report on Royal Mail Group can be found at: <http://www.publications.parliament.uk/pa/cm200506/cmselect/cmtrdind/1556/155602.htm>

- 3.4 A national network is required which provides for those in need, delivers services more cost-effectively, adopts innovative methods to better align demand and supply and which ensures convenient access for communities with real social need.
- 3.5 Where there is over provision threatening the livelihoods of subpostmasters this needs to be addressed. Where full-time offices exist to serve small customer numbers alternative ways of delivering services, such as the partner deals with other businesses or mobile units trialled by Post Office Ltd over the last 18 months, need to be considered.
- 3.6 We intend to provide support to enable Post Office Ltd to halt the losses from the Crown Office network and to modernise and improve the service offering these offices provide to customers. To fulfil its role as the commercial core of the business, the Crown office network must be restored to profitability. This will involve franchising some of these operations. But it is recognised that a core network of Crown offices is key to delivering transformation of the business and helping Post Office Ltd develop a strong presence in new areas of business. This will be achieved through a programme of refurbishment and investment.
- 3.7 Continuing Government support has to be aimed at enabling Post Office Ltd to modernise the way that it delivers services to its customers and to provide a stable platform for the future while keeping a national network.

Section 4:

The Future Shape of the Network

We will maintain a national network with national coverage – ensuring adequate safeguards for those most in need.

- 4.1 There is a need for a national Post Office network providing reasonable access to all communities, including those in remote areas. Post offices provide a valuable service for the vulnerable in our society (particularly the elderly, disabled and socially excluded) and it is important that the network continues to do so.
- 4.2 However, Post Office Ltd's financial position is critical and continues to deteriorate. There is wide recognition that there are no quick or easy solutions to the core problem of bridging the gap between costs and revenues. Government recognises the urgent need to put in place a financial package to modernise and restructure the network placing it on a stable footing.
- 4.3 The Government is therefore intending to make a further substantial investment to put the network on a stable footing by 2011. The Government's objectives for any restructuring of the network are as follows:
 - To keep a national network national, paying particular attention to the needs of remote rural and deprived urban communities across the country within the framework of clear and understandable standards of access to post office services;
 - To focus on services to customers rather than bricks and mortar and to introduce more flexible, innovative ways of providing services for remote communities, for example, mobile post offices and other Outreach models using modern technology;
 - To invest in new equipment and automation to modernise the service delivery to customers in the major Crown offices – transforming them into flagships of the Post Office brand;

- To focus on a range of products and services that customers expect and need from their post offices and how they can forge a sustainable business;
- To address the issue of over provision of offices with low footfall so that customer demand better matches the supply of offices and, where appropriate, enable the subpostmaster to leave on compensated terms;
- To provide certainty for customers on future access and greater clarity and stability for staff and subpostmasters.

- 4.4 As most people recognise, this will require some reduction in network size, particularly among the least used offices and those making the biggest losses, but this will be carefully managed to ensure that communities with the greatest social needs do not lose access to post office services. The Government will set criteria for access to ensure coverage at an appropriate level and will provide funding for Post Office Ltd to enable this to be delivered. The Government's proposals for delivering the national network are outlined in the next chapter.
- 4.5 Modernisation of the network will require significant effort on the part of Post Office Ltd. It needs to focus on working to bring the Crown offices back to profit, transforming them through refurbishment and investment into the flagships of the Post Office brand. Post Office Ltd is working closely with staff and Unions to develop a strategy to achieve this. The proposals centre on a small number of closures and continued franchising of directly operated branches by pursuing link-ups with well established, respected retailers that share the Post Office's commitment to excellent customer service. The result will be a smaller profitable national chain of Crown offices operating to modern retail standards, also setting standards for customer service throughout the network and pioneering the use of new technology such as self-service channels. The company's priority in developing its strategy for the Crown office network is to work constructively with staff on implementation. The transformation of the Crown office network will be achieved through a carefully managed programme of conversions and closures and through improved productivity. In addition, significant reductions in administrative overheads and staffing levels are planned across the business.
- 4.6 Post Office Ltd also needs to minimise its losses by focusing on improving the products and services it offers and on adopting new and more flexible business models. Rather than focusing on traditional facilities, Post Office Ltd will explore Outreach (provision of services by a core subpostmaster to outlying communities which do not or no longer have a permanent post office as described at 4.7) and other innovative ways to deliver the right services to people who need them.

4.7 With Government funding, Post Office Ltd has been successfully trialling Outreach services in rural areas in all parts of the United Kingdom to test the potential for subpostmasters who run larger offices also to offer services in smaller communities. The trials include using mobile post offices, delivering postal office services directly to people's houses and hosting post offices in other businesses such as pubs, community centres and village halls. The introduction of Outreach services helps to keep costs down while helping people gradually to adapt and to accept changes in how services might be delivered in the future. The Outreach approach is designed to provide delivery of 'value for money' rural post office services that can be tailored to meet different circumstances and situations. Under the trials Post Office Ltd has been running, a core post office serves a number of Outreach sites using one or more of four Outreach options. These are:

- **Hosted** – a full service offered by the subpostmaster (or a fully trained employee) of a nearby post office at a "host" site such as a shop, village hall or church.
- **Partner** – a basic service with access to cash, bill payments, stamps, weighing and leaving parcels being provided by another retailer alongside their main business such as a petrol station or pub overseen by the core subpostmaster who would provide the site with the products required.
- **Home service** – a limited service offered via telephone or on-line ordering, with the subpostmaster arranging delivery in person to the customer's home or to a local delivery point.
- **Mobile** – a full service is offered by a mobile post office visiting a number of locations at set times on a regular basis.

4.8 The Post Office has many examples of imaginative ways of providing post office services to small communities as recognised in their annual 'Best Post Office Awards', which this year reflected the changing ways in which people are willing to deliver and receive post office services. A small branch in Cnwch Coch, near Aberystwyth, which is run from a working farm, was named the most innovative branch in the UK. Whilst the Rosebush post office in Carmarthenshire, run from a cowshed on a farm making cheese, was runner-up. There are also examples of community run village shops combined with a post office as in the co-operative venture at Bicknoller in Somerset. Examples of initiatives introduced in the Outreach pilot trials are set out below.

- In Frittenden, Kent the community welcomed the return of access to Post Office services lost after the closure of the local shop. The Bell & Jorrocks pub volunteered to become the location for a new automated Partner service with the Core branch being at Staplehurst meaning that locals now have the chance to get cash and stamps, as well as refreshments and a spot of lunch, all under one roof.

- In Fife the sub-post office at Leven also provides services through village shops in the communities of Windygates and Collinsburgh, demonstrating the opportunities for existing businesses to play host to a post office for a part of the week, which not only maintains services but also brings the benefit of added visitors to the host business. And the scope for working with communities to find solutions isn't limited to using commercial businesses. The village hall is used to host to a satellite post office for the small community of East Stour in Dorset.
- The subpostmaster of the Llandeilo branch is showing how a single Core branch can help maintain service to a number of communities and provides a service using portable equipment hosted at Carmel village hall as well as at the village shop in two other nearby communities. The same subpostmaster also operates a satellite branch in the isolated village of Bethlehem, which famously receives a much-needed boost to custom every Christmas time from those wanting to send greetings cards bearing the distinctive postmark.
- The Post Office has also been successfully testing imaginative new ways of bringing services to communities by using distinctive Post Office vans. In Durham, the Mobile service operated by the Post Office branch in Tow Law is a welcome visitor at nine communities in the area. In Northern Ireland the idea of a post office on the move has even been taken one step further where the Post Office has linked-up with a mobile library service. And in Suffolk, the subpostmaster of the Core branch at Aldeburgh is helping provide post office services to the door for six small communities in the surrounding area.

4.9 To improve their cost effectiveness, the hours for the Outreach services can be set at a level more appropriate to the level of business generated in that community, ending the current situation where many subpostmasters are open for long periods of time with little or no custom. In many cases the range of services available is extended, through access to the Core site's product range, meaning many customers will have access to the likes of motor vehicle licensing and passport check and send services for the first time.

4.10 In addition to network restructuring, Post Office Ltd is developing a transformation plan for the business. Their vision is of the Post Office as a trusted advisor and helping hand for both consumers and small businesses as they manage their households, their money and their enterprises. Post Office Ltd will extend its services with new mails and financial service products tailored to customers' needs and with more convenient access. The business is focusing products and services in four key areas:

- *Mails* – Building on its traditional products and its position as the retail arm of Royal Mail, the Post Office aims to be the place to go for all mail needs, providing advice and expertise as well as a full range of products. For example it is looking at how to provide customers greater convenience for picking up packets and is working with eBay and mail order houses to provide additional high-convenience mails products.
- *Financial Services* – Post Office Ltd also aims to build on its successful launch into financial services as the fastest growing entrant in Car Insurance selling on average 1,000 policies a day, £1.2 billion invested to date in the Instant Saver Account, expand its range of banking, personal finance, travel (for which it is the market leader in foreign exchange provision) and bill payment products, introduce 4,000 new PayStation electronic terminals and offer 4,000 free to use ATMs across the network.
- *Telecoms* – Post Office Ltd has built a significant business in the telecoms area with both HomePhone and now the number two player in the UK for mobile top-ups. The business is looking to launch further products in this area such as a broadband offer.
- *Government services* – Post Offices will continue to provide a broad range of Government-related services, simply and conveniently and will seek to work in partnership with a range of Government departments to look for opportunities to deliver services on their behalf via post office channels.

4.11 In addition to continuing to build products and services for consumers, Post Office Ltd also plans to extend its services and convenience for small business customers. It has plans to transform the customer experience in accessing the Post Office, and in addition providing more convenient access through multiple channels such as Internet or telephone, making it easier for customers to access Post Office products and services in a way that best suits them as well as increasing opening hours where there is a clear customer demand.

4.12 Within the mails area, Post Office Ltd is reviewing a range of initiatives to improve service and convenience to customers. A key area of opportunity will be providing customers with the ability to pick up parcels they have ordered through mail order companies or via Internet services from post office counters. The business is currently carrying out some trials in this area and is working with other parts of the Royal Mail Group to develop propositions for large clients including mail order companies, retailers, and other businesses which have a need to get parcels to customers in the most efficient and convenient way. Post Office Ltd and Royal Mail are working closely together to provide end-to-end solutions for its major customers in this area.

- 4.13 As well as the planned programme to refurbish Crown Offices outlined below, Post Office Ltd is also developing new ways of working with and supporting its subpostmasters and franchise partners, again with the objective of meeting customer needs more consistently. These include up to 4,000 free to use cash machines (ATMs) across the network and another 4,000 PayStation terminals will be rolled out across agencies and franchise offices, enabling subpostmasters to provide a greater number of services electronically and with more flexibility. Post Office Ltd expects about 20% of its sales to come through direct channels by 2011, and will be investing in its website and call centres to give customers the best possible Post Office experience beyond the branch. Nevertheless for those customers preferring to visit a post office, a national network of offices will continue to provide national coverage in line with clearly specified access criteria. Customers of the smallest offices which cannot be retained will however have the choice of using direct channels or visiting a nearby office.
- 4.14 Crown offices, in common with much of the rest of the network, have long suffered from lack of investment. Where Crown offices directly managed by Post Office Ltd can be improved, this needs to be delivered by investment in the premises, in new technology and in improved customer offering but in some cases conversion to a franchise operation may be a more appropriate way forward, Post Office Ltd will also invest in improvements to the premises and the layout and operation of customer services to bring standards up to those customers expect of a modern retail business. Crown offices will act as flagships setting standards for customer service across the network and pioneering the use of new technology such as new automated self-service facilities.
- 4.15 In addition to Post Office Ltd's efforts to transform the business, the Government remains committed to allowing people to access their pension and benefit in cash at the post office if they choose to do so, and there is a range of accounts which make that possible. The current POca contract ends in March 2010. The Government has considered and decided that it will continue with a new account after 2010. This new account will include similar features to the POca. It will be available nationally and customers will be eligible for the account on the same basis as they are now. EU procurement rules leave us with no option but to tender competitively for this product, and we must ensure that the best value for money for the taxpayer is achieved, but Post Office Ltd is well placed to put in a strong bid given the size of the network and the access criteria that we are now introducing. In addition, cash will be available at the post office through some 4,000 free to use ATMs which are being introduced across the network as well as a range of interest accounts which will be attractive to the general public as well as those POca users who choose to build up balances on the Card Account.

Section 5:

A Restructured National Network

Restructuring of the network will be undertaken within the framework of access criteria which safeguard rural and deprived urban coverage and will ensure that a national network is maintained. Outreach will provide services in many rural areas.

- 5.1 The Government recognises the important social and economic role post offices play, particularly in rural and deprived urban communities, and also accepts that where such post offices role can never be commercially viable there will a need for an ongoing social network payment of up to the current level of £150 million a year. The restructuring of the network will reflect this.
- 5.2 To enable Post Office Ltd to deliver a stable national network, Government plans to introduce a set of key criteria defining the minimum access requirements to post office services across the United Kingdom. These criteria will set a standard for national coverage and will be supplemented by additional criteria to safeguard rural and deprived urban coverage. We therefore propose to task Post Office Ltd with restructuring the network to establishing one that meets the following access requirements to an outlet⁴
- *Nationally*, 99% within 3 miles and 90% of the population to be within 1 mile;
 - In *deprived urban areas*⁵, 99% of the population to be within 1 mile;
 - In *urban areas*, 95% of the population to be within 1 mile;
 - In *rural areas*, 95% of the total rural population within 3 miles.
 - In remote areas, 95% of the population in postcode districts⁶ within 6 miles.

4 an "outlet" can be a fixed branch or a location at which outreach services are available

5 deprived urban communities are those in the 10% most deprived super output areas as identified by the Indices of Multiple Deprivation

6 a postcode district is the first part of the postcode e.g. SL9. There are 2,795 nationwide of which 38 do not currently meet this criterion. These 38 will continue to be exempt but we will not allow any further postcode districts to be exempt.

The Government recognises that across the country as a whole there cannot be a 'one size fits all' approach to access criteria and that Post Office Ltd will need to take in to account local conditions on a common sense basis to reflect obstacles such as rivers, mountains, valleys, motorways and sea crossings to islands to avoid undue hardship and ensure that the principles behind the access criteria are adhered to.

- 5.3 The current policy of preventing the avoidable closure of post offices in rural areas will be replaced by a new policy of maintaining the coverage levels set out above. After the restructuring programme, there will continue to be changes to the network as a result of natural exits (for example when the subpostmaster retires or moves on). Any closures resulting from natural exits would be subject to the access criteria above and, depending on local circumstances, services would need to be maintained or replaced with alternative service delivery methods.
- 5.4 In rationalising the network, we would require Post Office Ltd to ensure that no one part of the network or no particular group of people is significantly more adversely affected than any other. We expect that rationalisation will principally affect a combination of least used branches and non-commercial branches in areas of over-provision where people can find alternative branches nearby.
- 5.5 We will provide support to Post Office Ltd to compensate subpostmasters who are obliged to leave the network under the restructuring programme on a similar basis to the Urban Reinvention programme (under which compensation of 28 months remuneration was paid. The average payment to urban subpostmasters was £60,000 per office). It is clear that significant numbers of subpostmasters want to leave the network under a structured programme that compensates them for not being in a position to sell on their business.
- 5.6 We will be asking Post Office Ltd to develop local plans that fit within this framework. Whilst decisions on specific closures and their locations will be a matter for the company, we will limit Post Office Ltd to a maximum of 2,500 compensated closures nationally. They will also need to ensure that network restructuring is completed within the designated funding package as well as meeting the required access criteria.
- 5.7 In developing Post Office Ltd's proposals, branches that are specifically required to meet either the Universal Service Obligation for access to postal services or the Government's new criteria for national and remote area coverage will require special arrangements. Depending on circumstances, these will either be excluded from closure proposals or their closure will be mitigated through the introduction of Outreach delivery methods.

- 5.8 We will encourage Post Office Ltd to build on the success of the Outreach service delivery model to help maintain services to more remote communities. A significant number (about 500) of new Outreach will be put in place helping to mitigate the consequences of the managed rural closure programme following consultation with subpostmasters and local communities. Over time, Post Office Ltd, where it makes commercial sense and takes due account of local sensitivities, could employ this new business model extensively in future as branches closing through natural attrition are replaced in accordance with the new national coverage criteria. Together with existing Outreach delivery points and additional ones mitigating some of the closures which will arise through natural exits. Such delivery points will, by 2010-11, play an increasing role in delivering continued services to remote communities where conventional offices are not economic.
- 5.9 Drawing on experience of the Urban Reinvention Programme, we would expect that Post Office Ltd's approach to closures and other service restructuring measures will be to consult on area proposals based on groupings of adjacent Parliamentary constituencies and will be planned and consulted on the basis of putting forward proposals for all closures and other related changes in that area at the same time to better capture and reflect the needs of customers. Implementation will be programmed in the most efficient manner. Area proposals will be developed within the framework of the relevant access criteria and with the participation of subpostmasters and Postwatch. Members of Parliament and of the devolved administrations will be informed of the proposals before being put to a six week public consultation amongst customers and other organisations.
- 5.10 Because Post Office Ltd will be developing its closure proposals on a strategic basis in compliance with the access criteria, it will be a compulsory scheme. But, wherever possible, we expect them to match closures with offices where the subpostmaster has indicated his or her willingness to retire from, or leave, the business, thereby minimising the numbers of closures where subpostmasters have not indicated a wish to close their business on the compensated terms basis of the restructuring programme.
- 5.11 Against this background, Post Office Ltd will not be consulting on the principles of change as these will have been established by Government policy and covered as part of this national policy consultation. The role of Postwatch at this stage will be to check that the right people are consulted, their views properly gathered and subsequent decisions effectively communicated.

Section 6:

Conclusions

- 6.1 The Government is committed to a national network of post offices. We believe that the range of measures in our proposed forward strategy, set out in this consultation document, will place the restructured network which emerges on a stable footing for the foreseeable future. We also believe that the proposed measures strike a balance between the cost to taxpayers in financing the social role of post offices and the needs of the most vulnerable groups of customers, particularly in rural and deprived urban areas. We have worked closely with Post Office Ltd over the past months and our proposals reflect the company's investment case to Government. We will continue our discussions with the company in the coming months and will look to reach final decisions after we have considered responses to this consultation.
- 6.2 The Government's proposed further investment will provide Post Office Ltd with an opportunity to modernise and restructure the network and put it on a stable and more sustainable footing by 2011. Beyond that point, it is important that the shape and coverage of the network continues to reflect and adapt to local needs. It is the people "on the ground" who best understand the value of a post office to the local community and Local Government is also well placed to understand local concerns and needs. Their involvement may enable more regular appraisals of the level of post office coverage that is required to meet local needs. The Government wants in the longer term to devolve greater responsibility for local decisions to a local level and to provide greater flexibility for local funding decisions. Government therefore intends to investigate what role both Local Authorities in England and the Devolved Administrations in Scotland, Wales and Northern Ireland might play in influencing how the postal services are best delivered in the future.

- 6.3 This consultation paper sets out the Government's proposals for restructuring the post office network to put it on a stable footing for the longer term. We welcome comments raised on the issues raised in this document and specifically welcome responses to the questions listed below.

Summary of Questions

In this consultation the Government invites responses to the following questions:

1. Do you think the Government's forward strategy for the post office network addresses all the key issues and challenges the network faces?
2. 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?
3. Do you have comments on the national access criteria proposed?
4. Do you have comments on the access criteria proposed for deprived urban and rural areas?
5. Do you have any suggestions as to how services might be better delivered through the post office network?
6. Do you have any comments on Outreach arrangements as a means of maintaining service to small and remote communities?
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?

Consultation Code of Practice

1. Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
2. Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
3. Ensure that your consultation is clear, concise and widely accessible.
4. Give feedback regarding the responses received and how the consultation process influenced the policy.
5. Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
6. Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

The complete code is available on the Cabinet Office's web site, address <http://www.cabinetoffice.gov.uk/regulation/consultation/index.asp>

Annex B

The Post Office Network

Consultation Response Form

The closing date for this consultation is 8 March 2007

You may find it helpful to set out your responses to the consultation using this response form.

Name: _____

Organisation's name and
remit (if applicable): _____

Address: _____

Email: _____

Return completed forms (preferably by e-mail) to:

Postal Office Network Consultation
Department of Trade and Industry
Response Centre
1 Victoria Street
London
SW1H 0ET
Fax: 00 44 (0) 20 7215 5329
E-mail: dti.enquiries@dti.gsi.gov.uk

Please cross one box from the following list of options that best describes you.

- Individual
- Individual – Subpostmaster
- Small to Medium Enterprise
- Trade Union
- Interest Group
- Regional Organisation
- Devolved Administration
- Local Government
- Central Government
- Other (please specify) _____

Please feel free to answer as many or as few questions as you wish. It is helpful if you can explain your views as fully as possible in the comments boxes, especially where you disagree with the proposals set out in the consultation paper.

Question 1.

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

Yes No No view

Comments

Question 2.

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?

Yes No No view

Comments

Question 3.

Do you have comments on the national access criteria proposed?

Yes No No view

Comments

Question 4.

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

Yes No No view

Comments

Question 5.

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

Yes No No view

Comments

Question 6.

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

Yes No No view

Comments

Question 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?

Yes No No view

Comments

Thank you for taking the time to let us have your views.

We do not intend to acknowledge receipt of individual responses unless you tick the box below.

List of Organisations Consulted

Action for Communities in Rural England
Age Concern – England
Association of British Credit Unions
British Chambers of Commerce
Business in the Community
Centre for Environment and Rural Affairs
Commission for Rural Communities
Co-operatives UK Limited
Disability Rights Commission
Federation of Small Businesses
Forum of Private Business
Help The Aged – England
Joseph Rowntree Foundation
Local Government Association
Mencap
National Association of Citizens Advice Bureaux
National Association of Local Councils
National Council for Voluntary Organisations
National Federation of Women’s Institutes
Plunkett Foundation
Royal National Institute of the Blind,
Rural Shops Alliance
Social Enterprise Coalition
Townswomen’s Guild
Village Retail Services Association

Age Concern – Scotland
Association of Scottish Community Councils
Communities Scotland
Convention Of Scottish Local Authorities
Help The Aged – Scotland
Money Advice Scotland
Scottish Consumer Council
Scottish Council for Voluntary Organisations
Scottish Enterprise
The Scottish Parliament

Age Concern – Wales
Campaign for the Protection of Rural Wales
Countryside Council for Wales
Help The Aged – Wales
National Pensioners Convention Wales
One Voice Wales
Wales Pensioners
Wales Rural Forum
Welsh Assembly Government
Welsh Consumer Council
Welsh Council for Voluntary Action
Welsh Local Government Association

Age Concern – Northern Ireland
Community Relations Council
Equality Commission
General Consumer Council For Northern Ireland
Help The Aged – Northern Ireland
Northern Ireland Assembly
Northern Ireland Chamber of Commerce and Industry
Northern Ireland Local Government Association
Northern Ireland Public Service Alliance
Northern Ireland Social Care Council
Rural Community Network
Rural Development Council
The Northern Ireland Committee, Irish Congress of Trade Unions

National Federation of Sub-Postmasters
Postcomm
Postwatch



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Post Office Ltd

**Network Change
Programme**

**Area Plan Proposal
London**

Contents

1. Introduction
 2. Proposed Local Area Plan
 3. The Role of Postwatch
 4. List of Post Office[®] branches proposed for closure
 5. List of Post Office[®] branches proposed to remain in the Network
- Frequently Asked Questions Leaflet
 - Map of the Local Area Plan
 - Branch Access Reports - information on proposed closing branches and details of alternative branches in the Area

1. Introduction

The Government has recognised that fewer people are using Post Office[®] branches, partly because traditional services, including benefit payments and other services are now available in other ways, such as online or directly through banks. It has concluded that the overall size and shape of the network of Post Office[®] branches ("the Network") needs to change.

In May 2007, following a national public consultation, the Government announced a range of proposed measures to modernise and reshape the Network and put it on a more stable footing for the future. A copy of the Government's response to the national public consultation ("the Response Document") can be obtained at www.dti.gov.uk/consultations/page36024.html.

Post Office Ltd has now put in place a Network Change Programme ("the Programme") to implement the measures proposed by the Government. The Programme will involve the compulsory compensated closure of up to 2,500 Post Office[®] branches (out of a current Network of 14,300 branches), with the introduction of about 500 service points known as "Outreaches" to mitigate the impact of the proposed closures. Compensation will be paid to those subpostmasters whose branches are compulsorily closed under the Programme.

To support the necessary changes to the Network and put it on a more stable footing and to support the reshaped Network of the future, the Government has proposed an investment of up to £1.7bn as a funding package.

The majority of Post Office[®] branches - more than 80% - will not change as a result of the Programme. Post Office Ltd is seeking to implement those changes that do take place as efficiently and sensitively as possible.

One of the key ways in which Post Office Ltd will make sure that people continue to have the best possible access to Post Office[®] services is by applying the minimum access criteria prescribed by the Government in the Response Document:

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[®] branch.
- 99% of the total population in deprived urban¹ areas across the UK to be within 1 mile of their nearest Post Office[®] branch.
- 95% of the total urban² population across the UK to be within 1 mile of their nearest Post Office[®] branch.
- 95% of the total rural³ population across the UK to be within 3 miles of their nearest Post Office[®] branch.

¹ Deprived urban – The most disadvantaged urban parts of the UK based on the Indices of Multiple Deprivation (top 15% Super Output Areas in England, 15% of Data Zones in Scotland and 30% of Super Output Areas in Wales and Northern Ireland).

² Urban – A community with 10,000 or more inhabitants in a continuous built up area.

³ Rural – A community not covered by the definition of Urban above.

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[®] branch.

Changes to the Network can only take place within the prescribed access criteria.

In order to deliver the changes set out in the Response Document, Post Office Ltd has divided the UK into 47 areas ("Areas"). For each of these Areas Post Office Ltd will develop a local area plan proposal ("Area Plan Proposal") which will set out the changes that it proposes to make within it. The Area Plan Proposal for London has been developed and in this booklet you will find information on the changes proposed for London. Full details of the Area Plan Proposal for London are available on our website www.postoffice.co.uk/networkchange or by contacting us at the address given below.

When developing the Area Plan Proposal for London, Post Office Ltd analysed a number of factors. These included the proximity of the Post Office[®] branches proposed for closure to other nearby branches, the number of customers currently using a particular Post Office[®] branch, the size and ability of nearby branches to absorb extra customers, and the commercial implications of any decision for Post Office Ltd.

Post Office Ltd has also taken into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands in order to avoid undue hardship to customers. In addition, the availability of public transport, alternative access to key Post Office[®] services (such as cash withdrawals, bill payments, mail services), local demographics and the impact on local economies have all been considered. Post Office Ltd has sought information from a number of external organisations and people, including subpostmasters, local authorities and regional development agencies to assist with this process.

Postwatch, the independent consumer watchdog for postal services, has worked with us in assessing the options for change during the period leading up to the publication of the Area Plan Proposal. Post Office Ltd has also engaged with other stakeholders, including relevant MPs.

Local Public Consultation

Each Area Plan Proposal is subject to local public consultation to ensure that the views of local people are taken into account before any final decisions are made by Post Office Ltd.

The local public consultation on the Area Plan Proposal for London will commence on 19 February 2008. The local public consultation will last for a period of six weeks and the closing date for feedback is 2 April 2008. Exceptionally in this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter. Please send your views and comments in writing regarding access to future Post Office[®] services in this Area to the address detailed below (payment of postage is not required to a Freepost address). Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them 'In Confidence'.

Anita Turner
Network Development Manager
C/o National Consultation Team
FREEPOST CONSULTATION TEAM

Email: consultation@postoffice.co.uk
Customer Helpline: 08457 22 33 44

2. The Area Plan Proposal for London

Post Office Ltd is acutely aware of the concerns that changes, including closures, affecting Post Office® branches in London will cause. In fulfilling the Government's requirement to reduce the overall size of the Post Office® network ("the Network") – and to do so in a way which creates similar results across the UK as a whole, and ensures that no group of inhabitants at an area level is overall significantly more adversely affected than any other – we are proposing to retain a total of 681 Post Office® branches and to close 169 existing branches.

If these proposed changes take place, Post Office Ltd will still remain the largest retailer by Network size in London, and will still have more branches open than the number of branches of major banks and building societies combined. In total 7 million London residents will either see no change to the branch that they currently use or will remain within one mile of an alternative outlet.

At present London's 7.2 million residents are served by a total of 852 branches. Usage of Post Office® branches is falling, in line with national trends, as more customers access services at other places, make more use of the internet and have their Government benefits, including pensions, paid directly into bank accounts.

This Area Plan Proposal supports achievement of the national accessibility criteria set by the Government, forms part of an overall reduction in the number of branches by up to 2,500 across the UK and does not disproportionately affect the inhabitants of the area relative to other parts of the UK.

In addition to meeting these criteria, when preparing this Area Plan Proposal Post Office Ltd has considered factors relating to geography, the availability of local transport and alternative access to key Post Office® services, local demographics and the impact on local economies. All branches where changes are proposed have been visited by members of Post Office Ltd's staff to make sure that all customer needs at a local level are considered when developing the Area Plan Proposal.

London communities are diverse in nature and over 300 languages are spoken within the city, representing a wide range of peoples, cultures and religions. Around a fifth of London's 4.6 million jobs are filled by people who live outside the Capital, therefore increasing the number of Post Office® customers in London.

London's diverse communities combine areas of notable affluence alongside pockets of deprivation and in both cases customers are able to draw from a variety of Post Office® services. London serves as the largest aviation hub in the world with major international airports and a large port serving the area bringing in over 13 million visitors to the capital each year for business or holiday. Post Office Ltd recognises the importance of this mix of business and tourism and its impact on access to Post Office® services.

Some 95.8% of London's population live in urban communities and 4.2% in "rural" communities as defined by the Government classification. The needs of those living in communities defined as deprived have been carefully considered in this Area Plan Proposal, reflecting the specific national criteria set by the Government to give greater safeguards on the accessibility of branches in these communities. Some 17.9% of London's total population live in deprived communities. This proposal of future Network provision in London provides for 138 branches being located in urban deprived communities.

In order to meet the Government's access criteria and avoid undue hardship, Post Office Ltd is proposing a future Network comprising 675 branches in urban areas and 6 branches in "rural" areas such as villages around Heathrow.

Post Office Ltd has engaged with various stakeholders when preparing this Area Plan Proposal. We have consulted with the independent consumer watchdog on postal services, Postwatch, and have asked all local authorities within the London area to provide information and views relevant to the factors which we are able to consider. Our aim throughout has been to minimise the impact, as far as possible, on our customers and to produce the most effective overall proposal for the future.

In our communications with stakeholders we have been made aware of various regeneration, development and transport plans affecting areas within the overall plan. Feedback was received from Local Authorities including the London Borough of Bexley, the London Borough of Bromley, the London Borough of Camden, the London Borough of Enfield, the London Borough of Greenwich, the Royal Borough of Kingston upon Thames, the London Borough of Lambeth, the City of London, the London Borough of Merton, the London Borough of Richmond upon Thames and the London Borough of Waltham Forest.

The input that we have received regarding public transport provision does not suggest any proposed reduction in current provision which could leave branches significantly less accessible for particular communities or make it more difficult for customers to access alternative branches than at present.

We believe that the proposed area plan takes account of the information that has been made available. Provision of Post Office® services within the Area Plan will be kept under review should demand increase beyond anticipated levels in the future.

In finalising the Area Plan Proposal, all branches were carefully considered against the Government's minimum access criteria which Post Office Ltd must meet and with regard to other factors that we must consider. In total 33% of the initial Area Plan Proposal was changed as all the above mentioned factors were reviewed and as information from stakeholders was considered and assessed.

Future service provision:

On 8th January 2008 Post Office Ltd announced the start of public consultation for proposals to close Essex Road and Ludgate Circus Crown Post Office® branches. This consultation is being run alongside the Network Change Programme. The Network Change Programme is a separate part of the strategy for the future of Post Office® branches and does not apply to Crown Post Office® branches.

Post Office Ltd is considering the future of the Crown Post Office® branches alongside the Network Change Programme proposals to ensure that service provision for customers in the areas is looked at as a whole. So the consultation periods will end on the same date and all responses made will then be considered before final decisions are made. At present there are 106 Crown Post Office® branches serving communities in London and a further 15 flagship branches located in WHSmith with one remaining in consultation. We expect to franchise the following Crown Post Office® branches: Tottenham Post Office®, East Acton Post Office®, Borough Post Office® and Maida Hill Post Office®.

The Area Plan Proposal envisages a Post Office® Network of 681 Post Office® branches in London, which ensures that Post Office Ltd would comply with the minimum access criteria set by the Government. For 89.4% of customers this would mean no change to the Post Office® branch that they currently use.

The Network now proposed for London continues to offer better access to services than that of any similar organisation, while accepting the Government's decision to reduce overall branch numbers. Subject to the Government's overriding criteria, we have considered geography, transport provision, demographics and local economic impact where appropriate

Post Office Ltd understands the importance of its role in both urban and rural communities and is keen to continue to provide access to services for as many customers in as many of these communities as possible. We have also considered the relative convenience of alternative branches for those customers whose closest branch is proposed for closure. Some 10.6% of customers currently use a branch that is proposed for closure. However these customers would still have access to Post Office® services within one mile as measured by road distance (5.9% being within half a mile of their nearest alternative). In total 99.9% of the population will either see no change, or will be within one mile of an alternative branch.

Next steps...

During the local public consultation, which will commence on 19th February 2008 and end on 2nd April 2008 we will seek views on the proposed future service provision in London as outlined in this Area Plan Proposal.

Subject to the conclusion of the local public consultation period and after consideration of feedback received, no changes would be implemented before June 2008.

Post Office Ltd is at a crucial point. Customer numbers are falling, customer habits are changing and many of our traditional services are available elsewhere. It is essential that the changes, which include a reduction in the number of branches, are made if the Network is to have a sustainable future. We therefore welcome your views and comments regarding access to future Post Office® services in this area. In particular we ask for your views on accessibility to the nearest Post Office® branch.

3.

postwatch

The consumer watchdog

Postwatch is the independent watchdog for postal services, created by the Postal Services Act 2000. Postwatch is working with Post Office Ltd and local communities throughout the programme to help secure the best possible outcome for customers.

What Postwatch will do

Postwatch operates through nine regional and national committees across the UK. Postwatch's role during the programme – prescribed by government - is to scrutinise Post Office Ltd's proposals and give feedback, ensure local consultations are meaningful, and that Post Office Ltd's decisions are sensible and in line with government criteria.

Each Postwatch regional office investigates Post Office Ltd's closure proposals. Postwatch receives area plans in advance of public consultation, allowing the time to examine proposals, and Post Office Ltd the chance to refine their proposals before going to public consultation.

Once public consultation is underway, Postwatch works to raise awareness of local consultations, and encourage participation. Postwatch will also work to ensure the minimum access criteria set out by the government are maintained.

Where Postwatch thinks proposals are unsatisfactory, they will work with local communities and Post Office Ltd to address these problems. There is an agreed review mechanism between Postwatch and Post Office Ltd for such instances. It is important to note that Postwatch does not have a power of veto on Post Office Ltd's decisions.

Further information

Postwatch and Post Office Ltd have agreed a Memorandum of Understanding, which sets out in detail the role Postwatch will play in the Programme. This is available on the Postwatch website at www.postwatch.co.uk.

London area - Post Office branches proposed for Closure

Branch Name	Address	Town/City	Postcode	Constituency	Local Authority
Page Green	87 Broad Lane, South Tottenham	London	N15 4DW	Tottenham	London Borough of Haringey
West Green Road (434)	434 West Green Road, South Tottenham	London	N15 3PT	Tottenham	London Borough of Haringey
Alexandra Park Road	100 Alexandra Park Road, Muswell Hill	London	N10 2AE	Hornsey and Wood Green	London Borough of Haringey
Ferne Park Road	Finsbury Park	London	N4 4ED	Hornsey and Wood Green	London Borough of Haringey
Salisbury Road	Wood Green	London	N22 6NL	Hornsey and Wood Green	London Borough of Haringey
Weston Park	89 Weston Park, Hornsey	London	N8 9PR	Hornsey and Wood Green	London Borough of Haringey

Branch Access Report

Branch Name	Branch Proposed for Closure				1st Alternative Branch				2nd Alternative Branch			
	Ferme Park Road				Stroud Green Road				Hornsey Road 507			
Address 1	Finsbury Park				97 Stroud Green Road				507 Hornsey Road			
Address 2												
Address 3												
Address 4	London				London				London			
Address 5												
Postcode	N4 4ED				N4 3PX				N19 3QL			
Branch Type	SPSO				SPSO				SPSO			
Branch currently open	Yes				Yes				Yes			
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close
Monday	09:00			17:30	09:00			17:30	09:00			17:30
Tuesday	09:00			17:30	09:00			17:30	09:00			17:30
Wednesday	09:00			17:30	09:00			17:30	09:00			17:30
Thursday	09:00			17:30	09:00			17:30	09:00			17:30
Friday	09:00			17:30	09:00			17:30	09:00			17:30
Saturday	09:00			13:00	09:00			13:00	09:00			12:30
Sunday	Closed				Closed				Closed			
Total Opening Hours	46.5				46.5				46			
Customer Serving Positions	2				3				2			
Average Number of Customer Sessions (p/w)	750 - 999				2000 - 2499				1000 - 1499			
Additional Products	None				Euro/Dollar On Demand Currency				None			
Constituency	Hornsey and Wood Green				Islington North				Islington North			
Population Age Profile (within 1 mile of branch)	Population - 88106, Population Aged 0-15 - 18%, Population Aged 16-Retired - 71%, Population Retired - 9%, Households with 1 or more car or van - 48%				Population - 91506, Population Aged 0-15 - 18%, Population Aged 16-Retired - 71%, Population Retired - 9%, Households with 1 or more car or van - 46%				Population - 87083, Population Aged 0-15 - 17%, Population Aged 16-Retired - 71%, Population Retired - 10%, Households with 1 or more car or van - 48%			
Retail Type	Newsagent and Stationers				Newsagent and Stationers				Newsagent and Stationers			
Ease of Access to Branch	The branch has level access.				The branch has level access.				There is a step at the entrance to the branch.			
Retail Environment	There are several retailers in the area and are all independent traders.				There are several retailers in the area and are all independent traders.				There are several retailers in the area and are all independent traders.			
Proximity to ATM	There is an ATM inside the branch.				There is an ATM located at the nearby supermarket.				There is an ATM inside the branch.			
Terrain / Geography between branches					The route between the two branches is along mainly level terrain.				The route between the two branches is along varied terrain.			
Road Distance from Proposed Closing Branch (miles)					0.50				0.80			
Parking at Branch	There are metered parking facilities available outside the branch.				There are metered parking facilities available within 50 yards of the branch.				There are metered parking facilities available within 100 yards of the branch.			
Bus Operating Company					Transport for London				There are numerous bus services in the area, but no direct route between the branches.			
Bus Route Number					Take the Route Bus W3 towards Northumberland Park or Route Bus W3 towards Wood Green Station.				N/A			
Bus Service Frequency					Buses every 6 - 7 minutes				N/A			
Location of Bus Stop	The nearest bus stop is 380 yards away.				The nearest bus stop is 230 yards away.				N/A			
Bus Journey Length					Journey time: 11 minutes				N/A			
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				N/A			
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				N/A			
Other Transport Links					None				None			
External Posting Facilities	Freestanding post box outside the branch.				Freestanding post box outside the branch.				Freestanding post box outside the branch.			
Additional Branches												
Branch Name	Crouch End				Finsbury Park				Hornsey			
Address 1	28-29 Topsfield Parade				290 Seven Sisters Road				24 High Street			
Address 2									Hornsey			
Address 3												
Address 4	London				London				London			
Address 5	Greater London				Greater London							
Postcode	N8 8QB				N4 2AB				N8 7PB			

Branch Access Report

	Branch Proposed for Closure				1st Alternative Branch				2nd Alternative Branch			
Branch Name	Weston Park				Crouch End				Hornsey			
Address 1	89 Weston Park				28-29 Topsfield Parade				24 High Street			
Address 2	Hornsey								Hornsey			
Address 3												
Address 4	London				London				London			
Address 5	Greater London				Greater London							
Postcode	N8 9PR				N8 8QB				N8 7PB			
Branch Type	SPSO				Crown				SPSO			
Branch currently open	Yes				Yes				Yes			
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close
Monday	09:00	13:00	14:15	17:30	09:00			17:30	09:00			17:30
Tuesday	09:00	13:00	14:15	17:30	09:30			17:30	09:00			17:30
Wednesday	09:00	13:00	14:15	17:30	09:00			17:30	09:00			17:30
Thursday	09:00	13:00	14:15	17:30	09:00			17:30	09:00			17:30
Friday	09:00	13:00	14:15	17:30	09:00			17:30	09:00			17:30
Saturday	09:00			13:00	09:00			12:30	09:00			12:30
Sunday	Closed				Closed				Closed			
Total Opening Hours	40.25				45.5				46			
Customer Serving Positions	1				7				3			
Average Number of Customer Sessions (p/w)	750 - 999				3500 - 3999				1500 - 1999			
Additional Products	On Line Lottery				Euro On Demand Currency, passport checking and DVLA				Euro On Demand Currency			
Constituency	Hornsey and Wood Green				Hornsey and Wood Green				Hornsey and Wood Green			
Population Age Profile (within 1 mile of branch)	Population - 72655; Population Aged 0-15 - 17%; Population Aged 16-Retired - 71%; Population Retired - 10%; Households with 1 or more car or van - 53%				Population - 67682; Population Aged 0-15 - 18%; Population Aged 16-Retired - 71%; Population Retired - 10%; Households with 1 or more car or van - 56%				Population - 60872; Population Aged 0-15 - 18%; Population Aged 16-Retired - 70%; Population Retired - 11%; Households with 1 or more car or van - 57%			
Retail Type	Newsagent and stationers				Crown Office				None			
Ease of Access to Branch	There are steps at the entrance to this branch.				This branch has level access. Internally, it is accessible by wheelchairs.				There is a step at the entrance to this branch.			
Retail Environment	There are several retailers in the area.				This is a multi shopping area.				There are several retailers in the area.			
Proximity to ATM	None				This branch has an external ATM.				None			
Terrain / Geography between branches					Fairly Level				Varied terrain.			
Road Distance from Proposed Closing Branch (miles)					0.4				0.8			
Parking at Branch	There is parking directly outside the branch.				There is meter parking directly outside the branch.				There is free parking for up to 1 hour directly outside the branch between 10 am and 4 pm.			
Bus Operating Company					Transport for London				Transport for London			
Bus Route Number					Take the Route Bus 41 towards Tottenham Hale				Route Bus W3 towards Finsbury Park			
Bus Service Frequency					Every 5minutes				Every 6 - 7 minutes.			
Location of Bus Stop	Bus stop is located 300 yards from the branch.				Bus stop is located 250 yards from the branch.				Bus stop is located 300 yards from the branch.			
Bus Journey Length					7 minutes.				10 minutes			
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.			
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.			
Other Transport Links					None				None			
External Posting Facilities	Freestanding post box outside branch.				Wall mounted post box outside branch.				Freestanding post box outside branch.			
Additional Branches												
Branch Name	Turnpike Lane				Stroud Green Road				Hornsey Road 507			
Address 1	105 Turnpike Lane				97 Stroud Green Road				507 Hornsey Road			
Address 2												
Address 3												
Address 4	London				London				London			
Address 5												
Postcode	N8 0DY				N4 3PX				N19 3QL			

Branch Access Report

	Branch Proposed for Closure				1st Alternative Branch				2nd Alternative Branch			
Branch Name	Alexandra Park Road				Alexandra Parade				Muswell Hill			
Address 1	100 Alexandra Park Road				81 Colney Hatch Lane				420 Muswell Hill Broadway			
Address 2	Muswell Hill				Muswell Hill							
Address 3												
Address 4	London				London				London			
Address 5												
Postcode	N10 2AE				N10 1LR				N10 1DQ			
Branch Type	SPSO				SPSO				Crown			
Branch currently open	Yes				Yes				Yes			
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close
Monday	09:00			17:30	09:00			17:30	09:00			17:30
Tuesday	09:00			17:30	09:00			17:30	09:30			17:30
Wednesday	09:00			17:30	09:00			16:00	09:00			17:30
Thursday	09:00			17:30	09:00			17:30	09:00			17:30
Friday	09:00			17:30	09:00			17:30	09:00			17:30
Saturday	09:00			12:30	09:00			13:00	09:00			12:30
Sunday	Closed				Closed				Closed			
Total Opening Hours	46				45				46			
Customer Serving Positions	2				2				6			
Average Number of Customer Sessions (p/w)	1000 - 1499				1000 - 1499				2500 - 2999			
Additional Products	On Line Lottery				Euros On Demand Currency				DVLA & On Demand Currency			
Constituency	Hornsey and Wood Green				Finchley and Golders Green				Hornsey and Wood Green			
Population Age Profile (within 1 mile of branch)	Population - 45840; Population Aged 0-15 - 19%; Population Aged 16-Retired - 67%; Population Retired - 12%; Households with 1 or more car or van - 66%				Population - 41058; Population Aged 0-15 - 19%; Population Aged 16-Retired - 67%; Population Retired - 12%; Households with 1 or more car or van - 69%				Population - 44808; Population Aged 0-15 - 19%; Population Aged 16-Retired - 67%; Population Retired - 12%; Households with 1 or more car or van - 68%			
Retail Type	Newsagents and stationers				Newsagents and stationers				Crown Office - with mini Post Shop			
Ease of Access to Branch	The branch has a step at the entrance.				The branch has a step at the entrance.				The branch has level access.			
Retail Environment	Pharmacy, newsagent, takeaway, estate agent, public house				There are several retailers in the area including a supermarket opposite the branch.				The branch is in a multi-shopping area.			
Proximity to ATM	None				There is an ATM outside the branch.				There are several ATM's within 110 yards of the branch.			
Terrain / Geography between branches					The terrain between the branches is hilly.				The terrain between the branches is hilly.			
Road Distance from Proposed Closing Branch (miles)					0.55				0.63			
Parking at Branch	There are parking facilities outside the branch.				There are parking facilities outside the branch.				There is meter parking facilities 50 yards from the branch.			
Bus Operating Company					Transport for London				Transport for London			
Bus Route Number					102, 299				102, 299			
Bus Service Frequency					Buses every 6 - 8 mins				Buses every 5 - 8 mins			
Location of Bus Stop	300 yards				150 yards				150 yards			
Bus Journey Length					10-12 minutes.				12-15 minutes.			
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.			
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.			
Other Transport Links					None				None			
External Posting Facilities	There is a post box outside the branch.				There is a post box outside the branch.				Integral post box sited in exterior wall of the branch.			
Additional Branches												
Branch Name	Brownlow Road				Wood Green				East Finchley			
Address 1	New Southgate				191 High Road				11-13 Viceroy Parade			
Address 2					Wood Green				High Road			
Address 3												
Address 4	London				London				London			
Address 5									Greater London			
Postcode	N11 2DN				N22 6DZ				N2 8AF			

Branch Access Report

	Branch Proposed For Closure				1st Alternative Branch				2nd Alternative Branch			
Branch Name	Page Green				West Green Road				Seven Sisters Road			
Address 1	87 Broad Lane				108 West Green Road				614 Seven Sisters Road			
Address 2												
Address 3	South Tottenham				South Tottenham				South Tottenham			
Address 4	London				London				London			
Address 5	Greater London				Greater London				Greater London			
Postcode	N15 4DW				N15 5AA				N15 6HT			
Branch Type	SPSO				SPSO				SPSO			
Branch currently open	Yes				Yes				Yes			
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close
Monday	08:00			17:30	09:00			17:30	09:00			17:30
Tuesday	09:00			17:30	09:00			17:30	09:00			17:30
Wednesday	09:00			17:30	09:00			17:30	09:00			17:30
Thursday	09:00			17:30	09:00			17:30	09:00			17:30
Friday	09:00			17:30	09:00			17:30	09:00			17:30
Saturday	09:00			13:00	09:00			13:00	09:00			13:00
Sunday	Closed				Closed				Closed			
Total Opening Hours	47.5				46.5				46.5			
Customer Serving Positions	3				3				2			
Average Number of Customer Sessions (p/w)	1500 - 1999				2000 - 2499				1500 - 1999			
Additional Products	DVLA and On Line Lottery.				Euro/Dollar On Demand Bureau De Change				None			
Constituency	Tottenham				Tottenham				Tottenham			
Population Age Profile (within 1 mile of branch)	Population- 62668; Population aged 0 to 15 - 16018; Population aged 16 to Retired - 39965; No. of Households with at least one car or van - 12507.				Population - 80352; Population aged 0 to 15 - 19240; Population aged 16 to Retired - 52383; No. of Households with at least one car or van - 16060.				Population- 83405; Population Aged 0 to 15 - 20260; Population Aged 16 to Retired - 53992; No. of Households with at least one car or van - 16148;			
Retail Type	Greeting cards and Confectionery.				Greeting cards and Stationery.				White goods e.g. washing machines.			
Ease of Access to Branch	The branch has level access. Internally there is a low-level serving counter.				The branch has access via a ramp.				The branch has level access with a wide door. Internally, there is a low-level writing desk.			
Retail Environment	There is several retailers within the area including a Café and Convenience Store.				There is several retailers within the area including a Convenience, Restaurants, Beauty, Clothes and Travel Agent.				There is approximately 30 retailers within the area, including Cafes, Newsagents and Small Supermarkets.			
Proximity to ATM	There is an ATM within 60 yards of the branch.				There is an external ATM at the branch.				None			
Terrain / Geography between branches					The terrain between the branches is varied.				The terrain between the branches is level.			
Road Distance from Proposed Closing Branch (miles)					0.50				0.80			
Parking at Branch	There are limited parking facilities available nearby.				There are metered parking facilities available outside the branch.				There are parking facilities available within the surrounding roads.			
Bus Operating Company					Transport for London				Transport for London			
Bus Route Number					41				279 and 259			
Bus Service Frequency					Every 6 minutes				Every 6 minutes			
Location of Bus Stop	There is a bus stop within 110 yards of the branch.				There is a bus stop within 110 yards of the branch.				There is a bus stop within 200 yards of the branch.			
Bus Journey Length					7 minutes				8 minutes			
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.			
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.			
Other Transport Links					None				None			
External Posting Facilities	There is a free standing pillar box outside branch.				There is a pillar box within 220 yards of the branch.				There is a pillar box available outside branch.			
Additional Branches												
Branch Name	Bruce Grove				Stamford Hill				Mount Pleasant Road			
Address 1	530/532 High Road				Stamford Hill BO				Tottenham			
Address 2	Bruce Grove				250-252 Stamford Hill							
Address 3												
Address 4	London				London				London			
Address 5					Greater London							
Postcode	N17 9SX				N16 6TW				N17 6TQ			

Branch Access Report

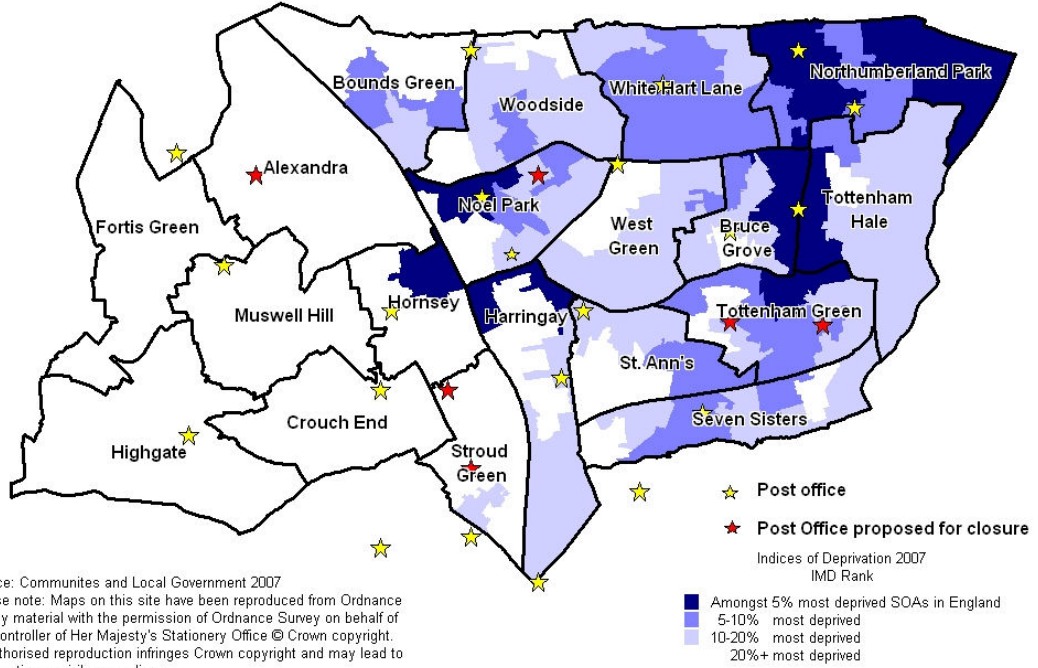
	Branch Proposed for Closure				1st Alternative Branch				2nd Alternative Branch			
Branch Name	West Green Road (434)				Harringay				Wood Green			
Address 1	434 West Green Road				509 Green Lanes				191 High Road			
Address 2									Wood Green			
Address 3	South Tottenham											
Address 4	London				London				London			
Address 5												
Postcode	N15 3PT				N4 1AW				N22 6DZ			
Branch Type	SP50				Crown				Crown			
Branch currently open	Yes				Yes				Yes			
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close
Monday	09:00			17:30	09:00			17:30	09:00			17:30
Tuesday	09:00			17:30	09:30			17:30	09:30			17:30
Wednesday	09:00			17:30	09:00			17:30	09:00			17:30
Thursday	09:00			17:30	09:00			17:30	09:00			17:30
Friday	09:00			17:30	09:00			17:30	09:00			17:30
Saturday	09:00			12:30	09:00			12:30	09:00			17:30
Sunday	Closed				Closed				Closed			
Total Opening Hours	46				45.5				51			
Customer Serving Positions	2				7				12			
Average Number of Customer Sessions (p/w)	1500 - 1999				3500 - 3999				6000 - 6499			
Additional Products	None				None				DVLA and On Demand Currency			
Constituency	Tottenham				Tottenham				Hornsey and Wood Green			
Population Age Profile (within 1 mile of branch)	Population - 79763, Population Aged 0-15 - 20%, Population Aged 16-Retired - 68%, Population Retired - 10%, Households with 1 or more car or van - 50%				Population - 78145; Population Aged 0-15 - 18%; Population Aged 16-Retired - 70%; Population Retired - 11%; Households with 1 or more car or van - 49%				Population - 65321, Population Aged 0-15 - 19%, Population Aged 16-Retired - 68%, Population Retired - 12%, Households with 1 or more car or van - 53%			
Retail Type	Stationers				Mini post shop browser				Mini post shop browser			
Ease of Access to Branch	There are steps at the entrance to this branch.				The branch has access via a ramp.				This branch has level access, with a wide door. Internally there is a low-level serving counter and a low-level writing desk			
Retail Environment	This is a multi shopping area.				This is a multi shopping area.				Wood Green is a major central shopping area with two shopping centres and all the major UK retailers.			
Proximity to ATM	None				There are several ATM machines nearby.				There are several free ATM machines nearby.			
Terrain / Geography between branches					Varied terrain.				Varied terrain. All side roads from the main route have dropped kerbs and there are pelican crossings for navigating the main through road.			
Road Distance from Proposed Closing Branch (miles)					0.7				0.9			
Parking at Branch	There is free parking in nearby side streets for 2 hours.				There are parking facilities in nearby streets.				There are parking facilities nearby.			
Bus Operating Company					Transport for London				Transport for London			
Bus Route Number					29, 141				67, 141, W4			
Bus Service Frequency					Every 2 - 4 minutes				Bus 67 and 141 every 4-7 minutes. Bus W4 every 10-11 minutes.			
Location of Bus Stop	Bus stop is located 75 yards from the branch.				Bus stop is located 220 yards from the branch.				Bus stop is located 400 yards from the branch.			
Bus Journey Length					10 minutes				16 minutes			
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.			
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.			
Other Transport Links					None				None			
External Posting Facilities	Freestanding postbox outside branch.				There is a postbox inside the branch.				There is an integral post box in the wall of the branch.			
Additional Branches												
Branch Name	Turnpike Lane				West Green Road				Lordship Lane			
Address 1	105 Turnpike Lane				108 West Green Road				Wood Green			
Address 2												
Address 3					South Tottenham							
Address 4	London				London				London			
Address 5												
Postcode	N8 0DY				N15 5AA				N22 5DE			

Branch Access Report

	Branch Proposed for Closure				1st Alternative Branch				2nd Alternative Branch				
Branch Name	Salisbury Road				Lordship Lane				Wood Green				
Address 1	Wood Green				Wood Green				191 High Road				
Address 2									Wood Green				
Address 3													
Address 4	London				London				London				
Address 5													
Postcode	N22 6NL				N22 5DE				N22 6DZ				
Branch Type	SPSO				SPSO				Crown				
Branch currently open	Yes				Yes				Yes				
OPENING HOURS	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	Open	Lunch Start	Lunch Finish	Close	
	Monday	09:00		17:30	09:00		17:30	17:30	09:00		17:30	17:30	
	Tuesday	09:00		17:30	09:00		17:30	17:30	09:30		17:30	17:30	
	Wednesday	09:00		17:30	09:00		17:30	17:30	09:00		17:30	17:30	
	Thursday	09:00		17:30	09:00		17:30	17:30	09:00		17:30	17:30	
	Friday	09:00		17:30	09:00		17:30	17:30	09:00		17:30	17:30	
	Saturday	09:00		12:30	09:00		12:30	12:30	09:00		17:30	17:30	
	Sunday	Closed				Closed				Closed			
	Total Opening Hours	46				46				49.5			
	Customer Serving Positions	3				2				12			
Average Number of Customer Sessions (p/w)	1000 - 1499				1500 - 1999				6000 - 6499				
Additional Products	None				None				DVLA and On Demand Currency				
Constituency	Hornsey and Wood Green				Hornsey and Wood Green				Hornsey and Wood Green				
Population Age Profile (within 1 mile of branch)	Population - 67939. Population Aged 0-15 - 20%. Population Aged 16- Retired - 66%. Population Retired - 12%. Households with 1 or more car or van - 52%				Population - 71624. Population Aged 0-15 - 21%. Population Aged 16- Retired - 65%. Population Retired - 12%. Households with 1 or more car or van - 51%				Population - 65321. Population Aged 0-15 - 19%. Population Aged 16- Retired - 68%. Population Retired - 12%. Households with 1 or more car or van - 53%				
Retail Type	Newsagent and stationers.				Newsagent and stationers				None				
Ease of Access to Branch	This branch has level access.				This branch has access via a ramp. Internally, there is space for a wheelchair.				This branch has level access.				
Retail Environment	Parade of shops - Café, newsagents, take away.				This is a multi shopping area.				This branch is located in a high street location with a pharmacy, newsagent, supermarket, several banks and a travel agency.				
Proximity to ATM	None				None				There are several free ATM machines within 100 yards.				
Terrain / Geography between branches					Mainly level terrain				Varied terrain				
Road Distance from Proposed Closing Branch (miles)					0.5				0.6				
Parking at Branch	There is parking directly outside the branch.				There is parking in nearby streets.				There is parking about 100 yards away from the branch. There is a multi-storey car park nearby.				
Bus Operating Company					Transport for London				Transport for London				
Bus Route Number					Route Bus 243 towards Wood Green				Route Bus 243 towards Waterloo, Route Bus W3 towards Northumberland Park, Route Bus 144 towards Edmonton Green Bus Station				
Bus Service Frequency					Every 6 - 7 minutes				Every 2 - 4 minutes				
Location of Bus Stop	Bus stop is located 250 yards from the branch.				Bus stop is located 75 yards from the branch.				Bus stop is located 550 yards from the branch.				
Bus Journey Length					12 minutes				5 minutes				
Disabled Access to Bus					All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				All Transport for London buses are low-floor vehicles. Floor level buses enable all customers, including wheelchair users, people with buggies, people with assistance dogs and people with other mobility impairments to get on and off easily.				
Free/Concessionary Bus					Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				Children and young people under the age of 18 in full-time education and those over 60 and registered disabled holding Freedom Passes are entitled to free travel on London public transport. There are further concessions for residents on Income Support.				
Other Transport Links					None				None				
External Posting Facilities	None				Freestanding post box outside the branch.				Wall mounted post box outside the branch.				
Additional Branches													
Branch Name	Turnpike Lane				Great Cambridge Road				High Road 358				
Address 1	105 Turnpike Lane				Tottenham				358 High Road				
Address 2													
Address 3													
Address 4	London				London				London				
Address 5													
Postcode	N8 0DY				N17 7LH				N22 8JW				

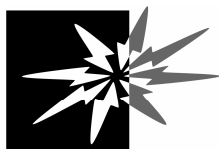
Appendix D – Proposed Post Office closures in Haringey with Indices of Deprivation.

Indices of Deprivation 2007 and Haringey Post Offices
 Rank of IMD
 Haringey SOAs



Source: Communities and Local Government 2007
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 London Borough of Haringey 100019199 2008

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Haringey Council

Appendix E – Proposed Scrutiny Event for Scrutiny of Post Office Closures in Haringey

Scrutiny Panel Review

Post Office Closure Proposals – meeting held in public

Wednesday 26 March 2008 – Civic Centre Council Chamber

The purpose of the meeting is to gather summary evidence on the impact that the closures will have on local people and to recommend that Post Office Ltd. take them into account before reaching a final decision on proposed closures in Haringey.

The meeting will consist of two sessions.

The first session will look at the rationale behind the proposals and give stakeholders an opportunity to ask questions of Post Office Ltd. and to put forward their own comments. The second session will examine in greater detail the likely impact of the specific closure proposals.

Agenda

Afternoon Session

The afternoon session will look at the general issues concerned with the proposed post office closures and the consultation process. Approximate timings will be as follows:

3:00 p.m.	Chair's welcome, opening remarks and explanation of process
3:10 p.m.	Presentation by Post Office Ltd on: <ul style="list-style-type: none"> • The criteria and selection process for the 6 sub post offices in Haringey planned for closure • How conclusions were reached • What modelling was undertaken to assess the impact of the proposed closures • What the consequences will be of not undertaking some or all of the proposed closures • What the consultation programme with local people is.
3:25 p.m.	Presentation by Post Watch on their role and input into the proposals and how local residents can influence them.
3:35 p.m.	Questions to Post Office Ltd. and Postwatch by following (in order): <ul style="list-style-type: none"> • Scrutiny Panel • Local MPs • Leader and Cabinet Members • Ward and other Councillors • Other interested organisations
4:00 p.m.	Evidence from the National Federation of Sub Postmasters
4:20 p.m.	Comments from local MPs, the Leader, Cabinet Members and ward Councillors

4:45 p.m.	Any other general contributions from groups/organisations
5:00 p.m.	Tea/coffee/refreshments

Evening Session

The evening session will focus on the individual closures and how they affect localities. The meeting will split into two separate groups, each chaired by a Member of the Panel of Councillors looking at the issue. Each group will look at 3 particular closures and include local stakeholders relevant to them. They will, in particular, look at the following:

- How easy will it be to get to alternative post offices
- Possible other ways of obtaining services currently provided
- How the closures will affect local businesses, particularly shops
- The impact on vulnerable groups

The groups will be split as follows:

Group 1:

100, Alexandra Park Road. N10
Page Green, 100 Broad Lane, N15
434, West Green Road, N15

Group 2:

Salisbury Road, N22
69, Weston Park, N8
Ferme Park Road, N4

Pleased note that proposed closures within the same ward will be considered together.

Approximate timings will be as follows:

5:30 p.m.	Introduction by Chair of each Group	
	<i>Group 1:</i>	<i>Group 2:</i>
5:40 p.m.	100, Alexandra Park Road N10	Salisbury Road N22
6:10 p.m.	Page Green, 100 Broad Lane, N15 and 434, West Green Road, N15	69, Weston Park, N8 and Ferme Park Road, N4
7:10 p.m.	Break	
7:20 p.m.	Plenary session. The Scrutiny Panel will reconvene to consider; <ul style="list-style-type: none"> • General evidence from the afternoon session • Feedback from each of the two groups on specific closures • Appropriate conclusions and recommendations to Post Office Ltd. 	
8:00 p.m.	Close	

AGENDA ITEM**MEETING Scrutiny – 17th March 2008****Title:** Quarter three review of Haringey's Local Area Agreement 'stretch targets'**1. Purpose:**

1.1 To provide an update on progress against the Local Area Agreement stretch targets including an analysis of direction of travel and likely end of year one outcome.

2. Summary:

2.1 Good progress has been made in the last quarter with improvements in performance and positive progress towards target seen in 12 of the 13 stretch targets. A key area of focus for the last quarter of 2007/08 is helping people claiming incapacity benefit into sustained employment.

3. Recommendation:

3.1 To review progress and actions in place to achieve the 13 stretch targets.

Lead Officer(s) **Eve Pelekanos; Head of Policy and Performance**
Margaret Gallagher; Performance Manager
Catherine Cobb; Project Manager

Report Authorised by: Sharon Kemp


4. Background

- 4.1 Thirteen stretch targets were negotiated and agreed in Haringey's Local Area Agreement (LAA). They currently sit alongside around 50 mandatory indicators which measure outcomes in areas where we receive funding such as NRF and the Safer, Stronger Communities Fund.
- 4.2 This report presents quarter three progress against the thirteen stretch targets. Targets have been presented under their relevant LAA block and detail both the interim year target as well as the overall three year target. The performance reward grant attached to each element of the targets is also shown.

5. Healthier Communities and Older People**5.1 Smoking cessation; increase in the number of quitters living in N17**

Performance in both quarter 1 and quarter 2 has exceeded target significantly with 48 quitters against a target of 33 in Q1 and 49 quitters against a target of 34 in Q2. Quarter three figures will be available by the end of February 2008.

It is expected that there will be a higher number of smoking quitters in the last quarter of the year as the various projects progress. The assumption is that there will be 68 smoking quitters in quarter 3 and an additional 135 in quarter 4. There is an obvious risk attached to this assumption although the HTPCT are confident that this target will be met. Actions for

2007/08 include the recruitment of a stop smoking advisor and community advisors for the N17 area as well as increasing access to clinics and targeted marketing.

5.2 The percentage of adults participating in at least 30 minutes moderate intensity sport and active recreation (including recreational walking) on 3 or more days a week, as measured by the Active People Survey.

There is no update on the Active People Survey, however, proxy measures show encouraging signs with leisure centre usage on usage up 4.4% on 06/07 and is on target, the number of Active card holders is 8,316, up 9.9% against target of 7,563. The Active Participation Survey is to be conducted annually from October 2008.

5.3 Improve living conditions for vulnerable people ensuring that housing is made energy efficient, decent and safe.

(i) The tonnage of carbon not released into the atmosphere

As at December '07 the number of homes which received energy efficiency measures was almost double the number achieved in the whole of 2006/07. This is also the case for the number of private sector non-decent homes made decent, 218 in the year to December compared with 109 in 2006/07. The project is progressing well and as the delivery mechanism used for producing results to help meet our targets starts to draw to a close, the contractor will be able to translate the number and type of energy efficiency measures into how the tonnage of carbon across the year has reduced.

Contributing to all areas of this target is the Age Concern handy persons scheme which has carried out 27 home safety audits between August and December 2007 and completed 47 follow up handyperson jobs for these vulnerable older clients in the same period.

(ii) Number of older people and vulnerable adults permanently admitted into residential and nursing care.

The year to date position as at November 2007 shows that we are on track to exceed our 2007/08 targets for both older people and vulnerable adults permanently admitted into residential and nursing care. Annual equivalent figures show 133 against a target of 155 for older people and 19 against a target of 35 for vulnerable adults, with low figures denoting good performance.

(iii) Number of accidental dwelling fires

There have been 190 accidental fires in the year from April to December 07, an annual equivalent figure shows that this is likely to be around 250 for the year 07/08, this is slightly above the target for the year of 230. This performance is worse than last year and if the current trend continues in the last quarter of 07/08 the target may not be met. The stretch required over the 3 year period of the LAA is 12 fewer fires over three years, reaching 230 fires in 2009/10. There are a number of initiatives employed in Haringey in order to educate the community and drive down the occurrence of fires within dwellings; home fire safety visits, during which fire prevention advice given and smoke detectors (if required) are provided. School officers visit primary schools, educating children in respect of common causes of fire. Crime and Safety awareness days held in secondary schools by multi-agency initiatives and leafleting areas with literature containing fire safety messages following a fire in the vicinity.

6. Children and Young People

6.1 Number of schools achieving 'healthy school' status

Performance has improved significantly with 51 schools (65%) achieving Healthy School status in quarter 3, up from 21 schools (27%) at the end of quarter 1 and 28 schools (36%) in quarter 2. Progress is monitored termly by a Quality Assurance Group and reported on a National database quarterly.

6.2 Percentage of 19 year olds with level 2 qualifications

Latest provisional figures for 05/06 (53.1%) and 06/07 (58.3%) show that the work with 14-19 has continued to produce positive results. The 06/07 provisional results indicate we are on track to meet the 07/08 target of 59%. Data for 07/08 will continue to be collected between January and March and the 07/08 result will be confirmed in the later part of 2008 due to the timeframe for collecting data from the relevant educational establishments.

The new Haringey Sixth Form Centre will offer places for over 600 young people. An increased range of courses from Pre Level 1 to Level 3 are in place through various providers in Haringey and plans are well underway to increase the provision of courses further from September 2007.

6.3 Reducing the proportion of young people aged 16 to 18 not in education, employment or training (NEET)

Connexions are currently the lead partner for dealing with young people not in education, employment and training in Haringey. As from April 2008, responsibility transfers to the Local Authority. Other partners include schools, post 16 providers, especially the sixth form centre, CoNEL, work based learning providers and Haringey Adult Learning Service (HALS).

Performance over the last quarter has improved significantly and was 10.8% in October and 10.4% in November '07. This compares to an average of 13.96% in quarter 1 and 13.73% in quarter 2. If we remain at this level we will meet both the year 1 target and the three year target.

However in November we are unable to track 12.4% of young people as to whether they are in education, employment or training and there is a risk that when the status of these young people is known this could increase the NEET figure. It is a condition of the reward grant for this target that this percentage does not exceed 9.9% (average) from November '09 to the end of January '10.

Overall females remain over-represented in the NEET cohort, accounting for 53% of NEET's compared with 46% of total 16-18 cohort. Tottenham Hale had the highest number of NEET's in November followed by Northumberland Park and St Ann's.

7. Safer and Stronger Communities

7.1 Reduction in personal robbery

Performance improved between quarter 1 and quarter 2 from 405 to 268 offences; however the number of offences increased slightly in October and November 07. Despite this

performance is on track to exceed the 07/08 target a 6.2% reduction or 1,692 offences with the average number of monthly offences currently 113. A number of initiatives in place have contributed to this reduction. There has been a 20% reduction in the number of offences since 06/07, this is one of the ten British Crime Survey categories that is moving in a positive direction.

The Acquisitive Crime Partnership have had several successes in the first part of the financial year these include the publication of a pocket directory of activities for young people, the establishment of a system for sharing information about 'at risk' young people and the completion of a Crime Opportunity Profiling of Streets (COPS) in two long term burglary hotspots.

7.2 Number of incidents of domestic violence which result in sanction detections

The issues with erroneous figures discussed in the last quarterly report have been resolved with GOL as part of the mid year review, we can now focus on the strong performance in this area. There have been 635 sanctioned detections (51.8%) in the year to December which scaled up equates to 847 in a year and would put us on well on track to achieve the agreed stretch. Performance is significantly better than 06/07 which had 652 detections in the whole year equating to a rate of 36.2%.

7.3 Reduction of repeat domestic violence victimisation incidents

Quarter 3 figures show that repeat victimisation incidents show an annual equivalent figure of 216, the target for 2007/08 is 191, and this indicates that the year one target is at risk of not being met. Looking at the year three target of 523 (cumulative) it appears that this is extremely challenging: Key actions which will help mitigate against this include; the police officer at Hearthstone DV advice and support centre contacting all domestic violence repeat victims who have not contacted Hearthstone and inviting them to use the service. In January 2008 a domestic violence perpetrator programme has been set up and the Police held an Athena Day targeting and arresting DV perpetrators in January, 9 people were arrested. Two more Athena days will be held in February and March 2008. It should be noted that progress has been made since 2005/06 with annual equivalent reports reducing from 339 in 05/06 to 216 as at December 2007.

7.4 Reduction in litter and detritus in Noel Park, Northumberland Park and Bruce Grove wards

The in-year data is taken from an in-house survey based on the Encams methodology. In the year to December 07 all of the three wards targeted for this target were inspected, with a total of just under 1200 inspections, the vast majority of which were in Northumberland Park and Noel Park. This is a more robust sample than that reported on in quarter 2 and more accurately reflects performance in these wards. We are currently exceeding the 07/08 target of 29% and have significantly improved the 06/07 result of 42% of land below acceptable level of cleanliness.

(i) Increase in the number of parks achieving Green Flag status

We have sustained the current 8 Green Flags and we will be submitting 10 parks for consideration this month for 2008/9. A total of 12 are proposed for submission in 2009/10.

(ii) The number of parks achieving Green Pennant status

Two of our open spaces have maintained Green Pennant status, 3 open spaces are being submitted for consideration this month and we are on track to hit our overall stretch target to achieve 7 green pennants by 2009/10. Sites included in our major renewal and open space capital improvement programmes are: Chestnuts, Markfield, Lordship, Noel Park, Paignton, Belmont, Falkland and Fairfax and Woodside.

(iii) The % of people who report that they are satisfied or fairly satisfied with local parks & green spaces

The baseline for this satisfaction indicator was the Local Government BVPI survey but this is only carried out once every three years. In order to track changes in perception we will monitor satisfaction levels through our quarterly Tracker Survey, Annual Parks User Survey and the Residents Survey against 2006/7 baselines. The Annual KMC Park User Survey results have recently been published and the data shows that residents think we are continually improving and the overall satisfaction score has risen by 0.24 from 6.79 to 7.03 (with 10 being the highest). This is a 10% improvement since 2003. Both Finsbury Park and Priory Park remain the top two most popular parks to visit in the borough - with Finsbury piping Priory for first position this year for the first time. The survey also showed that 79% of those surveyed felt safe or very safe while using parks, compared to 63% surveyed in 2003.

7.5 Recycling – the percentage of household waste arising sent for recycling or composting as measured by BVPI 82a(i) and BVPI 82b(i)

25.4% of waste has been recycled or composted in the year to December exceeding the 25% target for 2007/08. The Mixed Recycling Service, which enables residents to recycle plastic bottles, cardboard, food waste and garden waste, has been extended to 48,000 properties. Additional collection vehicles are on order, which means that by mid-2008 all 73,000 households currently receiving green box collections will be included in this improved service. On-site mixed-material recycling facilities are being introduced for private blocks of flats in parts of the borough during early 2008.

There are proposals to extend the trial Estates Recycling Service to all Homes for Haringey blocks, providing either doorstep or near-entry mixed-material collections and to upgrade all on-street and school recycling sites to mixed-material facilities that can accept plastic bottles and cardboard.

8. Economic Development

8.1 Number of people from the 12 worst wards helped into sustained work

Figures show that since April 2007 there have been 47 job starts which have been sustained; 30 of these were long term job seekers allowance claimants and 17 were lone parents. If this trend continues the indicator is on track to meet the 2007/08 target of 60 people helped into sustained employment.

8.2 Number of people on Incapacity Benefit for more than 6 months helped into sustainable employment – Red Traffic Light

Figures show that since April 2007 there have been no people on incapacity benefit helped into sustained employment. The 2007/08 target for this indicator is 45 all of these will now have to

come on track in the last quarter. It is extremely likely that the year 1 target will be missed and this puts the three year target of 180 at significant risk.

Suggested action for improvement:

The TPCT in partnership with Tomorrow's People, an employment provider, has been working, as part of the Haringey Guarantee, to help a significant number of long-term Incapacity Benefit (IB) claimants into work. Engagement with IB claimants has been done through GP surgeries and while the response from both GPs and IB claimants has been encouraging, it has also been a challenge to tackle the significant barriers to employment that many long-term IB claimants face in such a short space of time.

To turn this around, the TPCT have introduced a Condition Management Programme (CMP) into their project, which will provide assistance to IB claimants in terms of being able to manage their health condition once they re-engage with the labour market. Extra outputs have also been commissioned as part of the Haringey Guarantee and the delivery partners all have targets in relation to getting long-term IB claimants into sustained employment by March 2008. Beyond March 2008 new contracts will be issued to providers that will have specific targets around getting long-term IB claimants into work

Through the Haringey Guarantee there are currently two long-term Incapacity Benefit claimants who have found employment and this will hopefully be sustained through to 13 weeks and beyond.

It is also worth noting that a significant number of other London boroughs, many of which are earlier round LAA areas, are facing similar challenges with their IB stretch targets. Officers from the Economic Regeneration team in the Council have attended a number of pan-London borough meetings over the past few months to share knowledge, expertise and experiences on this issue and these lines of communication will continue to be explored.