Ms Glenda Jackson
House of Commons
London
SW1A 0AA

29th February 2008

Dear Ms Jackson

Thank you for your letter of 19 February 2008. Your views on the three proposed Post Office branch closures has been noted and passed to the Post Office Consultation Team. All feedback will be carefully considered before any final decisions on individual branches are made.

In regard to Haverstock Hill Post Office, Post Office Ltd had every intention of re-opening the branch and has worked hard on trying to achieve this for the past few years. Indeed, we delayed the closure of Belsize Village Post Office for a couple of years until March 2006 to allow us time to find a replacement subpostmaster with premises for the Haverstock Hill branch but at the end of the day we had to be fair to the subpostmaster who we had agreed could close under the previous restructure of the urban branch network.

Given that Haverstock Hill Post Office closed in February 2004, and Belsize Village Post Office closed in March 2006, customers have by now migrated to other branches. Therefore Haverstock Hill Post Office was confirmed as a permanent closure when taking the baseline for the nationwide Network Change Programme – this baseline counted branches as permanent closures if they had closed before April 2007.

We can assure you that we have looked at customer usage and capacity of nearby branches in drawing up our proposals, and would not have proposed branches for closure if it was felt that remaining branches could not accommodate the expected increase in customers. Indeed the increase in customer numbers for Post Office branches that remain is vital to their future viability and sustainability. We understand of course that some customers will be inconvenienced by Post Office closures and our proposals aim to mitigate the impact as much as we can.

Regards

**Sally Hopkins**
Senior External Relations Manager - Network Change Post Office Ltd

Group Corporate & Government Affairs
Royal Mail Group
1/F, 148 Old Street, London EC1V 9HQ
Tel: 020 7250 2010 Fax: 020 7250 2244
Email: sally.hopkins@royalmail.com