



Angie Bray MP
House of Commons
LONDON
SW1A 0AA

13 July 2010

Dear Ms Bray

I have been asked to reply to you directly on the Parliamentary Questions that you recently raised as follows;

'To ask the Secretary of State, Department for Business, Innovation and Skills, whether Post Office Ltd is required to publish all responses from public consultations on (a) services, (b) closures, (c) premises moves and (d) other changes; and if he will make a statement.'

and

'To ask the Secretary of State, Department for Business, Innovation and Skills, if he will make it his policy that Post Office Ltd should not start preparatory work on a premises move which is subject to ongoing public consultation.'

In all cases, when changes do happen to the Post Office Network we aim to keep customers informed and we have agreed a Code of Practice on public consultation and communication for changes in the Post Office® network. This Code of Practice has been agreed with Consumer Focus and can be found on our website at www.postoffice.co.uk.

Post Office Limited is not required to publish all responses from public consultations but we do review and respond to every submission. The main factors raised as part of the consultation are summarised in the final decision letter which is sent out to local stakeholders.

Whilst we are not required to publish all responses and do not do this through our consultation processes we would consider any request for sight of consultation materials/responses etc, which are not already in the public domain under the terms of the Freedom of Information act. We would be happy to provide information as relevant whilst ensuring that the commercial interests of Post Office Limited were not prejudiced, correspondents' personal data was protected and confidentiality maintained etc.



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In terms of a branch relocation and preparatory works this will depend on the specific case and circumstances and each case will be considered on that basis to ensure that the transfer of the branch is as smooth as possible. The proposal to move a Post Office branch is a commercial decision for Post Office Limited and the consultation aims to seek views on the local service offering. In some cases it may be prudent for some minor preparatory works to be started at the new branch to alleviate customer inconvenience in the long run.

I am aware that you have also written to us separately on the proposed move of the Ealing Post Office branch and a separate and full response to your specific letter will be sent to you on this shortly.

Yours sincerely

A handwritten signature in black ink, appearing to read "D Smith".

David Smith
Managing Director