



Florence Eshalomi MP
Chair of the Housing, Communities and Local
Government Select Committee
House of Commons
London
SW1A 0AA

27 February 2026

Post Office
100 Wood Street
London
EC2V 7ER

Dear Florence,

Government response to the 'Future of Post Office' Green Paper

I hope you are well. I am writing further to the Government's response to the Green Paper consultation on the 'Future of the Post Office', which was published earlier this week. Given the Committee's longstanding interest in high streets, place and access to local services, I wanted to ensure you had an early summary of the key elements of the response and to set out where we believe further progress will still be needed.

We welcome the Government's response, which provides a more defined policy framework for the Post Office over the next five to ten years and greater clarity about the role the network will continue to play in communities across the UK. Importantly, the response sets out a long-term vision that seeks to balance the Post Office's social purpose with the need to modernise and adapt to evolving market conditions, which is already well underway through our Transformation Plan to 2030. You can read the Government's response [in full here](#).

The response confirms five new Government objectives for the Post Office, including a clear objective "to support high streets, acting as a stimulant and visible sign of incremental economic activity". This is underpinned by the renewed commitment to maintain a network of at least 11,500 branches and to retain the existing geographical Access Criteria. From a place-based perspective, this commitment is critical to sustaining a visible and trusted presence on high streets and in local centres, particularly in areas facing wider pressures from retail decline and the withdrawal of other services. The continuation of an annual network subsidy, supporting uncommercial branches in remote, rural and urban deprived areas, will remain an important part of maintaining this community infrastructure.

Of particular relevance to the Committee's work, the Government's response also recognises the importance of in-person services and the role post offices can play in supporting access

to everyday services in local communities. As other parts of the public and private sector continue to reduce their physical footprints, post offices are increasingly one of the few remaining places on the high street where people can access services face-to-face.

For example, cross-government work is underway to explore how the Post Office could evolve further as a front office for in-person government services, building on our extensive national footprint and trusted local presence. This includes as a place to collect prescriptions and as a delivery partner in the Government's forthcoming digital identity scheme. I truly believe that the widespread reach of our network, the trusted role postmasters play in their communities, and the Post Office's long-standing presence on high streets mean we have a critical role to play in supporting thriving local places and improving access to public services, particularly for those who are digitally excluded or prefer to engage in-person.

Alongside this, we are exploring new ways in which larger, busier branches can act as anchors for high street renewal. This includes our 'Hubs of the High Street' pilot, which will see a number of flagship branches transformed into multi-use spaces that bring together traditional Post Office services alongside partner-delivered services tailored to local needs, including advice, support and community-focused provision. These pilots are designed to drive footfall, diversify services and strengthen the role of post offices as active contributors to vibrant local centres.

We will continue to work closely with Government on these issues and would very much welcome the Committee's ongoing engagement as this work develops. I would also be delighted to invite you and fellow Committee members to visit one of our Hubs of the High Street pilots, once they are operational in the early Summer, to see first-hand how this model could support high streets and local service delivery.

Lastly, I wanted to highlight that our Public Affairs team is hosting a **drop-in session for MPs on Wednesday 4 March, from 09.30–11.30 in Room S, Portcullis House**, to discuss the Green Paper outcomes. A number of postmasters from across the UK will be attending, and it will be an important opportunity to hear directly from them about the issues affecting their communities and local high streets.

Yours sincerely,



Neil Brocklehurst

CEO, Post Office Limited