

POST OFFICE REPORT - AAVSA AGM – June 2022

Post Office Ltd is a commercial business with a social purpose. It is one of the largest retail networks in the UK with 11,500 post offices.

Post Office Ltd states that a cornerstone of its vision to 2025 is the ambition to establish a genuine partnership with Postmasters and to reset that relationship following historical failings.

Post Office after discussions with the BEIS and HM Treasury is allocating £300 million for those historical matters. Given the scale of the costs related to historical matters, Post Office cannot fund all these costs: the balance will come from Government i.e. taxpayers.

The Post Office aims to improve the products and services offered with a particular focus on the core four products of Mails, Banking, Bill payments and Travel Money.

A new agreement, known as "Banking Framework 3" was signed/agreed at the beginning of the year. Customers of about 30 UK banks and building societies can continue to use post office counters for basic banking until at least 2026: an important part of our business providing greater access to bank accounts and driving footfall and revenue.

I have lodged with the Post Office Ltd Southern Regional Area Manager a request to deal with Amazon and DPD parcels and also the facility to offer Travel Insurance directly in Branch again with the aim of driving footfall and revenue.

Our Abbotts Ann post office is one of three with the old-style financial funding arrangement in the 100+ post offices wide Greater Southampton Area. This means that we do better in financial funding terms compared to the majority of post offices branded as a 'post office local'.

As per normal for the Post Office staff there have been weekly and sometimes daily operational changes – testing the skills of our Post Office Team.

The support offered by Post Office Ltd in terms of simplifying and rationalising operations and arguably training has improved over the last two years.

Gail Young a long-standing Post-Office team member retired the end of last year. My thanks to her for her years of sterling commitment.

As ever the Post-Office team of Judeth and John is in good heart and continues the important job of providing excellent service and bringing customers to our business.

I note the annual report published by the Association of Convenience Stores says the partnership between Post Offices and convenience stores is still a winning combination for local communities as I believe it to be for our villages and residents.

My thanks to our shop committee - all of whom are volunteers, the shop team, the volunteers, the Post Office team and all our customers who contribute so much to the success of our community owned business.

Maureen Flood