BRECKLAND COUNCIL
REPORT OF EXECUTIVE MEMBER COMMERCIAL OPERATIONS
BRIEFING NOTE FOR INFORMATION - EXECUTIVE BOARD 17 SEPTEMBER 2007
(Author: Ray Johnson, Commercial & Community Services Portfolio Manager with Ralph Burton)

POST OFFICE NETWORK CHANGE PROGRAMME

Summary: In July 2007 Post Office Counters Ltd (POCL) announced that they would be embarking on a Network Change Programme following recent announcements by the Government on its future policy towards the Post Office (PO) network. This will result in the closure of up to 2,500 Post Offices nationwide (both urban and rural). There are approximately 52 POs in Breckland of which approximately 10% could be affected. This paper provides a briefing note for Members and requests what action if any they would like Officers to take following this announcement.

1. BACKGROUND

1.1 The Government has recognised the need to modernise and reshape the PO network against the backdrop of falling customers numbers, decline in traditional services, changing consumer behaviour and rising losses in the network, now at £4m a week. In May 2007 the Government announced:

1. The proposed closure of up to 2,500 branches (out of 14,300 currently)
2. The introduction of minimum access criteria in respect of the remaining branches.
3. Future Government support funding for the network.
4. The introduction of 500 'outreach' branches.

1.2 POCL is required to maintain a network against the following criteria:

1. 99% of the population to be within 3 miles and 90% of the population to be within 1 mile of a PO.
2. 99% of the population in deprived urban areas to be within 1 mile of a PO.
3. 95% of the urban population to be within 1 mile of a PO.
4. 95% of the rural population to be within 3 miles of a PO.
5. For each postcode district, 95% of the population of the postcode to be within 6 miles of a PO.

1.3 POCL are also required to take into consideration the physical environment, availability of public transport and alternative access to key services, local demographics and the impact on local economies when reviewing the network.

1.4 Government are expecting POCL to implement the changes during an 18 month period. The Country has been divided into 50 areas which each have a local plan which will each be subject to a detailed planning process which will be subject to a public consultation starting in March 2008 for 6 weeks.

1.5 All Chief Executives of Local Authorities received the attached letter (Appendix 1) in July 2007.

2. PARTNER ACTIVITY

2.1 Norfolk Rural Community Council (NRCC) - In February 2007, the Norfolk Rural Community Council (NRCC) produced a report called 'From Post Office Closures to Enterprising Communities'. This report recommended the creation of viable and sustainable (not reliant on Public Funding) Community Hubs in which the PO role could be incorporated. The Executive Summary is attached (Appendix 2)

2.2 Other Norfolk Local Authorities - Ralph Burton and Cllr Ann Steward attended a meeting at South Norfolk DC on 20th August along with both Officers and Members from all the other Norfolk authorities and the County Council. South Norfolk DC has taken a proactive stance and invited their Sub Postmasters to a summit in September to explore what influence or action can be taken so that decision on closures are not taken on commercial grounds alone. South Norfolk requested the NRCC to present
their report to their Scrutiny Committee. The attendees at the meeting on the 20th August agreed to meet again to see what action all Norfolk LA’s can take jointly to proactively lobby for less closures in Norfolk and support for Sub Postmasters. A note of the meeting is attached (Appendix 3).

2.3 **Post Watch / Breckland Council Overview & Scrutiny Commission**– Postwatch has contacted Breckland Council regarding the ‘pre-consultation’ period of the proposed programme which has been passed to the Council’s Overview & Scrutiny Commission (OSC). In the last two year’s the OSC has twice considered rural PO services and the Chairman has invited Postwatch to the OSC meeting on 27th September to outline the process and criteria of the programme. This report is being shared with the OSC prior to the meeting.

3. **CONSIDERATIONS**

3.1 Clearly the closure of any PO will be a loss to that community, and this will be felt even harder in rural communities. Although there will be an economic impact, the loss of jobs will not be as great as the loss of a community service. In rural areas, such as Breckland the PO income usually supplements a retail income such as a grocery or newsagent. It is possible that without the PO the remaining business is not viable and could close. The knock on impact of the loss of not just a PO but also the local shop could be severe in rural areas.

3.2 It is not just the number of people using a PO, access is the key criteria for POCL however the car is usually the only access in Norfolk and therefore to travel further means more use of a car which is not environmentally friendly.

3.3 In its community leadership role Breckland Council will want to support any lobbying efforts to keep POs open and will want to communicate externally that we are supportive and to demonstrate to electorates that we are taking action. However it is unlikely any lobbying campaign will stop the closures.

3.4 If the closures are inevitable the Council may wish to consider undertaking some research to build a picture of the more poorer or inaccessible POs and to ask:
   - Will the shop remain open after the PO closes?
   - What difference has EBAY made?
   - What are increases/changes in footfall on residual shop business with loss of PO?
   - What does the community want in support of its PO?
   - What are the security risks to a mobile service?
   - What are the future aspirations of the Sub postmaster?
   - How sustainable is the whole business?

3.5 This research could then be used to feed into the consultation before it happens and take the opportunity to get in first and move the spotlight to other areas of the UK.

4. **BRECKLAND COUNCIL ACTIVITY**

4.1 **Current Activity**
   - Attended the joint Norfolk LAs meeting on 20th August.
   - An insert in next Breckland Voice edition confirming support for Sub Postmasters against the closures.
   - Currently confirming the list of POs in Breckland.
   - Provided a copy of this report to the Overview & Scrutiny Commission for their committee meeting on 27th September.
   - Postwatch are attending the Overview & Scrutiny Commission committee meeting on 27th September.

4.2 **Potential Activity (currently unresourced)**
   - Take lead from Overview & Scrutiny Committee.
   - Support any County, Regional local Sub Postmaster lobbying efforts.
   - Undertake a survey to all Breckland POs.
• Prepare for the consultation period and submit a response on which POs should close based on reasoned argument and research.
• Make representation to POCL through LGA.
• Provide package of support for POs potentially that could close such as Sub Postmaster meeting, business diagnostic, training for change.

5. CONCLUSION

5.1 Members are requested for a steer on any activity they would like Officers to take in response to the information contained within this paper.

5.2 In considering any action to take the Members should consider the following questions:
• Who should lead this work, Community Development or Economic Development?
• What is the LSPs role?
• How to use LDF?
• What is an LA statutory duty?
• How to fund any proactive activity?

APPENDICES

1 POCL July 2007 letter to all LA Chief Executive Officers (5 pages).
2 From Post Office Closures to Enterprising Communities Report by the NRCC – Executive Summary (2 pages).
3 Post Office Closure Programme – Note of Meeting held on 20th August 2007 at South Norfolk DC (3 pages).
4 List of Breckland POs (2 pages).
Dear Sir/Madam,

I am writing to you as the Director of the Network Change Programme ("Programme") which Post Office Ltd will soon implement. This follows the recent announcement by the Government of their future policy towards the network ("the Network") of post office branches ("the Branches"). I am keen that local authorities are engaged in the process of change and this letter is intended to give you some background information and commence that process of engagement.

As you may be aware, on 17 May 2007, in response to a national 12 week public consultation process, the Government announced its policy ("the Response Document") on the future of the Network. A copy of the Response Document can be found at: www.dtt.gov.uk/files/fiie39479.pdf.

The consultation was undertaken in recognition of the need to modernise and reshape the Network - against the backdrop of falling customer numbers, decline in traditional services such as Government based business, changing consumer behaviour and rising losses in the Network (from £2m a week in 2005 to almost £4m a week last year). It also acknowledged the important social and economic role played by the Branches in local communities.

In the Response Document, the Government announced:

1. the proposed closure of up to 2,500 Branches (out of 14,300 current Branches)
2. the introduction of minimum access criteria (as set out below) in respect of the remaining Branches
3. support funding for the Network to be provided by the Government; and
4. the introduction of around 500 'outreach' Branches.

1 Outreach branches will be deployed in those communities where an Area Plan highlights the need to maintain a form of access to services but where a full time branch could not be justified.
As stated above, a key part of the Response Document is that necessary Network change is against the backdrop of the introduction of a range of minimum access criteria for the provision of Branches. This means that Post Office Ltd will henceforth be required to maintain a Network that provides access to outlets based on the following criteria:

Nationally:

- 99% of the UK population to be within 3 miles and 90% of the population to be within 1 mile of their nearest Branch.
- 99% of the total population in deprived urban areas\(^3\) across the UK to be within 1 mile of their nearest Branch.
- 95% of the total urban\(^3\) population across the UK to be within 1 mile of their nearest Branch.
- 95% of the total rural\(^4\) population across the UK to be within 3 miles of their nearest Branch.

In addition, for each individual postcode district:

- 95% of the population of the postcode district to be within 6 miles of their nearest Branch.

Changes to the Network can only take place within these parameters.

Post Office Ltd will also take into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands in order to avoid undue hardship and consider the availability of public transport and alternative access to key services, local demographics and the impact on local economies.

The Government expects Post Office Ltd to implement necessary Network changes throughout the UK during an 18-month period. We have therefore established an implementation programme which divides the country into approximately 50 distinct areas ("the Areas") in respect of each, there being a local area plan ("Local Area Plan"). Each Area will be made up of a number of Parliamentary constituencies. Each Local Area Plan will be subject to a detailed planning process through which future Network proposals will be developed, which will then be submitted into a public consultation process prior to a process of further consideration and then implementation.

\(^3\) Deprived urban – The most disadvantaged urban parts of the UK based on the Indices of Multiple Deprivation (top 16% Super Output Areas in England, 15% of Data Zones in Scotland and 33% of Super Output Areas in Wales and Northern Ireland).

\(^4\) Urban – a community with 10,000 or more inhabitants in a continuous built up area.

\(^4\) Rural – a community not covered by the definition of Urban above.
Work will commence on these plans shortly and we expect the process (for the whole country) to take 18 months. Some Local Area Plans will therefore be prepared earlier than others, as we schedule planning and consultation for Areas to progress across the country.

Network change will, subject to the requirements of the minimum access criteria, be necessary in all parts of the country and its overall extent will have to be of the order referenced in the Response Document. If a sustainable future Network consistent with the Government's ongoing funding commitments is to be achieved, in making these changes the Government has made clear that no particular part of the Network and no particular group of people should be significantly more adversely affected than any other.

We have now established the timetable and structure of the Local Area Plans for the implementation process.

Details of the Area of the Local Area Plan - which includes the area for which your local authority is responsible and other local authorities within the Local Area Plan - are included with this letter.

The six week public consultation period will commence for this Local Area Plan in March 2008. Background planning will now be commencing for this Area, with more detailed planning occurring in the 12 week period leading up to public consultation.

As you will understand, the consultation in respect of the Local Area Plan will not concern the principle of the need for change of the Network, nor its broad extent and distribution - that has already been established by the Government in its Response Document. Rather consultation will be seeking representations on the most effective way in which Government policy - as set out in the Response Documents - can be best implemented in the particular Area in question. No final decisions will be made on the implementation until the public consultation has been conducted and responses considered by Post Office Ltd.

Prior to the public consultation, we will seek to take careful account of relevant local factors in the preparation of the Local Area Plan on which the consultation will take place. I would therefore welcome your assistance at this stage in the preparation of the Local Area Plan.

Accordingly, I am initially seeking from you information that you see as relevant in determining the future pattern of the Network in your Area. Examples of the kind of information that might be helpful could be:

1. regeneration and development plans in your local authority area
2. proposed new settlements
3. major road schemes likely to have a material impact on accessibility between communities
4. significant public transport changes including enhancements, new provisions and likely withdrawal of key services.
In respect of all of these, it would be particularly useful to have details of those matters which are likely to come to fruition within the next two/three years.

Please send any information that you deem appropriate back to me as soon as possible.

As our process progresses and we move to the more detailed planning stage within your area, we will be in further contact with you. Furthermore, when a proposal has been developed in detail for a specific area, we will contact you again to discuss those proposals right at the start of the formal period of public consultation. Irrespective of any material that you have been able to supply to assist our initial planning stages, when we put to Local Area Plan which includes the area to which your local authority relates, to public consultation, we will specifically send a copy to you and invite your further representations.

Throughout this process of planning, consultation and decision making there will be appropriate involvement by Postwatch. Postwatch is the independent watchdog for postal services and it will scrutinise and comment on Post Office Ltd's proposals in respect of Network change and it will work with Post Office Ltd to help secure the best possible outcome. Postwatch will also periodically monitor and review compliance with the Government's minimum access criteria. We understand that Postwatch will be separately writing to you shortly.

Thank you for your initial assistance in this matter. We know that this change process may be unsettling for some of our customers and for our Subpostmasters. However, as you will understand, we have to make the changes consistent with the Government's Response. We believe that effective engagement with local authorities can help ensure that the Programme is implemented in the best manner possible.

If you would like to discuss any of the above issues further please could I ask you to contact the Network Change Programme Office at your earliest convenience — details are at the foot of this letter.

Sue Huggins  
Programme Director  
for and on behalf of Post Office Limited

Network Change Programme Office: 0207 354 7233  
E mail address: network.change@postoffice.co.uk  
Postal address: Programme Office, 5th floor, 80 Old St, London, EC1V 9NN
<table>
<thead>
<tr>
<th>ORGANISATION</th>
<th>Area Plan Name</th>
<th>Area Planning Preparation</th>
<th>Public Consultation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breckland District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Broadland District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Forest Heath District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Great Yarmouth Borough Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>King’s Lynn &amp; West Norfolk Borough Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Mid Suffolk District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Norfolk County Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>North Norfolk District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Norwich City Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>South Norfolk District Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>St Edmunds bury Borough Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
<tr>
<td>Suffolk County Council</td>
<td>Norfolk and West Suffolk</td>
<td>January-08</td>
<td>March-08</td>
</tr>
</tbody>
</table>
From Post Office Closures to Enterprising Communities

Norfolk Rural Community Council
February 2007

Jon Clemo & Peter Smith
APPENDIX 2 – cont.

Introduction
On the 16th January 2007 representatives of Norfolk Rural Community Council met with the Norfolk MPs and the minister responsible for the Post Office, Jim Fitzpatrick, and delivered a presentation on their proposal to address the issues surrounding the future of the Post Office network. The presentation was received very positively by all and in the discussions that followed, it was agreed to develop both a formal written version of the presentation and an outline proposal for a pilot project. This paper represents the former element.

Executive Summary
Whilst the social inclusion benefits of the Post Office are well documented, the lack of progress in developing a relevant product has resulted in the facilities offered being used by default not by design. The current subsidy system does not encourage change, but it can lead to the maintenance of bad practice. The result is a continuing erosion of efficient delivery and subsequently an unsustainable service. There is a need to create a product that embraces a wider community need and strengthens service delivery to the local area. The basic template is to generate higher local involvement, serving local demands and creating wider appeal. The resultant increase will lead to higher turnover and profitability to be invested back into the community.

The recommendation is to create ‘hubs’ which are designed to strengthen social inclusion and embrace local businesses and suppliers, thus having a positive economic and environmental impact. The objective is to move towards becoming self-sustainable and less reliant on public subsidy. Within these hubs, the Post Office role will be incorporated. There is a need to review drastically the way that Post Office products are currently traded. Greater flexibility is required in order that it is possible to trade services in a less restrictive manner. In addition the current system of predominantly limiting trading to Royal Mail products needs to be opened up thus providing wider market opportunities. The Post Office services should be incorporated under a heading of ‘financial & postal services’ which should also include wider banking facilities.

It is recommended that the current EEDA allocation of funding between Urban and Rural needs to be readressed, particularly in light of the recent OCSI study which demonstrates the funding imbalance when aligned to deprivation levels. These funds in addition to some specific allocation from the social enterprise streams could be diverted toward supporting the establishment of these community enterprises. There will be a need to review areas of extreme deprivation, where a commercial hub operation may not be viable. Unfortunately, some areas will need social funding to ensure continued provision of services, but they should be reviewed to ensure that they are relevant in today’s environment. The overall proposal is that the investment of funds is designed to deliver sustainable services which are not reliant on subsidy and that by including restructured relevant ‘postal & financial services’, the need for continued high levels of Post Office subsidy will dramatically reduce.

The Current Problem
The rural post office network as a whole operates a deficit. In 2005-2006 the post office made a loss of £11.1 million. It was the only member of the royal mail group of companies to record a loss in that financial year.

Currently the post office network is sustained by a subsidy of approximately £110m, called the Social Network Payment. The future of this subsidy is currently under debate. The uncomfortable truth is that this level of deficit, subsidy and the ‘use it or lose it’ attitude of many reactionaries is unsustainable.

That said, the post office network has 28 million weekly customers with a customer satisfaction index of 93.9%. It is a vital part of the fabric of many people’s lives fulfilling both hard and soft needs, particularly deprived groups that have difficulty accessing transport. In addition, because many village shops operate the Post Office franchise and are dependent on it for a large proportion of their income, post office closures will inevitably result in many shop closures. This will mean that communities will not only lose Post Office

1 OCSI. Deprivation in Rural Norfolk, February 2007, available from NRCC
2 Royal Mail Group, Annual Report ‘05-‘06
3 Ibid
4 Ibid

Version 2, From Post Office Closures to Enterprise Communities, 08/02/2007, Page 3
APPENDIX 3

Post Office Closure Programme

Note of Meeting held at South Norfolk Council

Monday 20 August 2007 at 2pm

Attendees:
Cllr Michael Windridge – South Norfolk
Ian McArthur (Chair) – South Norfolk
Oliver Hill – South Norfolk
Cllr Ann Steward – Breckland
Ralph Burton – Breckland
Jackie Raines – Broadland
Laura Beveridge – Kings Lynn and West Norfolk
Cllr David Horwood – Kings Lynn and West Norfolk
Cllr Tony Lovett – Kings Lynn and West Norfolk
David Dukes – Norfolk CC
Cllr Chris How – Norfolk CC
Robin Smith – North Norfolk
Tim Bacon – Norwich City

Apologies:
Great Yarmouth BC

Ian McArthur welcomed those present, and explained that SNC had called the meeting to try to get a view across Norfolk Local Authorities on the implications of the Post Office Ltd closure programme on a local and county basis. He also expressed his view that there was likely to be some County wide action we could take collectively, and that the meeting should discuss that. He also circulated a report by the Norfolk Rural Community Council (NRCC), maps showing Post Offices in Norfolk and the 3 mile buffer zones, and a letter received from Post Office Ltd regarding the Networks Change Programme.

Attention was drawn to the Area Planning preparation by POL in January ’08 and the consultation due to start in March ’08. That public consultation will allow only 6 weeks for responses to be submitted, so it is important that local authorities ensure they are fully prepared to respond.

Ian McArthur then explained what South Norfolk Council (SNC) had been doing in anticipation of closures occurring in South Norfolk. The Scrutiny Committee had received a very useful presentation from NRCC at its meeting in June, which representatives of Postwatch had also attended. As a result of that meeting, the Council is actively working with local communities and Post Offices on the potential impact of any closures, and has sought information and guidance from a number of key partners, including the Police. SNC have invited all sub postmasters/mistresses to a meeting on Monday 3 September 2007. The aim of the meeting is to understand their points of view and to share information.

Ian McArthur then asked if each local authority present would mind sharing with the group their work to date or what plans they had in place.
Norwich City Council Tim Bacon emphasised that the programme would affect urban, as well as rural communities and that the criteria are national - that is the target POL are working to, so certain areas may fall outwith that criteria if others are better covered.

He raised the possibility of putting forward distinct arguments based on rural and urban needs. This need not be divisive as the rural area would be in competition with rural areas elsewhere in the country in relation to the accessibility criteria rather than it being a competition between the rural and urban areas within the local area plan.

Tim has written a report for Corporate Management Team, for consideration on further action and whether or not it would go to Cabinet.

Norfolk County Council Cllr How and David Dukes confirmed that Jason Middleton would be the main officer developing the Norfolk wide response to the pending closures. David explained that Jason had been preparing a database of post offices and rural businesses in Norfolk over the last 5 years. This database, which includes business performance information, is available to all the district councils.

It was suggested that a small liaison group of officers and members be created. The aim of this group would be to influence the closure process before the decisions are made. It was suggested that this group could work with the Norfolk Rural Shops Alliance (NRSA). It was agreed that although NRSA should be involved with our work, as should the NRCC, the liaison group should be local authority only at this stage, and we must ensure urban areas such as Norwich were represented.

Kings Lynn and West Norfolk Borough Council confirmed that a paper had been to Cabinet. They are having discussions with Postwatch about the programme, and looking particularly at the sustainability of communities. Cllr Tony Lovett asked if anyone had figures on footfall into Post Offices. Ian said that although SNC had not yet managed to obtain this information, they would be looking to get this from the Post Masters/Mistresses directly at or after the meeting on the 3 September 2007. All other authorities confirmed they had not got this information and that it would not necessarily be easy to obtain.

Breckland District Council were only starting to look at the Post Office Closure Programme. Ralph Burton did make mention of an existing outreach post office near to Swaffham, where the post office is situated in a community centre and appeared to be benefiting from a café culture.

Broadland District Council Some work has taken place to look at the impact, and a presentation to Council will take place soon. They have a business database, which includes shops and post offices.

North Norfolk District Council Robin Smith asked all present to remember our community leadership responsibility and felt local authorities were in a strong position to influence the closure programme. Robin drew special attention to LSP’s and LDF’s and the impact certain closures might have on currently identified ‘service villages’. Robin raised his concern at government charging Local Authorities with creating sustainable communities but at the same time encouraging closure of the very thing that makes some of these settlements sustainable.

Robin also asked the group not to forget the importance of aftercare for those PO’s closed and those remaining open, and to consider what business support and/or training we can offer. Robin also asked if Norfolk CC and the authorities present agreed that we
should form a joined up Norfolk response. Each local authority will be producing information on their area, and as well as providing that to Post Offices Ltd directly, they could offer this information as part of the Norfolk response.

**General discussion**
At this point Cllr Windridge asked if Norfolk County Council would be happy to lead. David Dukes and Cllr How confirmed that Jason Middleton would provide part of his time to work with all Local Authorities in forming a response. It was agreed that the response should go to Norfolk LGA, through the Chief Executives group, for submission to Post Office Ltd at an early stage in the programme, prior to Area Planning commencement.

Robin Smith mentioned that Norfolk was the most deprived County in this region and felt that if we approached Post Offices Ltd well before January with detail information confirming this, we may be able to influence the number of closures in Norfolk.

David Dukes suggested we set a target on the number of closures, for example no more than 10% of Post Offices in Norfolk to close. In backing up Robin Smith’s comments on deprivation, David suggested we use the recent OSCI study to enforce this.

Cllr Howe then mentioned the areas the Post Office was looking at and reminded the group that this included Forest Heath, Mid Suffolk, St Edmundsbury and of course Suffolk County Council. Ian McArthur agreed to contact these authorities.

Ralph Burton rightly reminded the group that although this was an Economic Development response we will need input from other specialists such as Community Development Officers. It was agreed that EDOs would be expected to lead in their respected areas.

**Action Points**

1. Arrange a meeting of officers from each Local Authority, including those in West Suffolk, to produce a County response to Post Office Ltd. - **Jason Middleton**.

2. Norfolk County Council to circulate copies of the shops database to all - **Jason Middleton**.

3. Contact Suffolk authorities to check on progress, and to seek views on closer co-operation - **Ian McArthur**.
<table>
<thead>
<tr>
<th>Post Office</th>
<th>Address1</th>
<th>Address2</th>
<th>Town / Area</th>
<th>County</th>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attleborough Post Office</td>
<td>High Street</td>
<td></td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 2JX</td>
</tr>
<tr>
<td>Dodds Road Stores</td>
<td>Dodds Road</td>
<td></td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 1SR</td>
</tr>
<tr>
<td>Great Ellingham Post Office &amp; Stores</td>
<td>1 Long Street</td>
<td>Great Ellingham</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 1LL</td>
</tr>
<tr>
<td>Old Buckenham Sub Post Office</td>
<td>The Flat, Post Office, The Green</td>
<td>Old Buckenham</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 1RB</td>
</tr>
<tr>
<td>Rockland Post Office</td>
<td>52 The Street</td>
<td>Rockland All Saints</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 1TP</td>
</tr>
<tr>
<td>Kenninghall Post Office Stores</td>
<td>Bay House</td>
<td>Market Place, Kenninghall</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR16 2AH</td>
</tr>
<tr>
<td>Caston Post Office</td>
<td>Village Hall</td>
<td>The Street, Caston</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR17 1DD</td>
</tr>
<tr>
<td>Banham Post Office</td>
<td>The Green</td>
<td>Banham</td>
<td>Attleborough</td>
<td>Norfolk</td>
<td>NR16 2AA</td>
</tr>
<tr>
<td>Bawdeswell Post Office</td>
<td>21 Folland Court</td>
<td>Bawdeswell</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 4SH</td>
</tr>
<tr>
<td>Elmham Post Office</td>
<td>62 Holt Road</td>
<td>North Elmham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5JQ</td>
</tr>
<tr>
<td>Foulsham Post Office</td>
<td>1 High Street</td>
<td>Foulsham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5AD</td>
</tr>
<tr>
<td>Longham Post Office</td>
<td>Chapel Road</td>
<td>Longham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR19 2AJ</td>
</tr>
<tr>
<td>North Tuddenham Post Office</td>
<td>East View, Mill Road</td>
<td>North Tuddenham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 3DD</td>
</tr>
<tr>
<td>Post Office Ltd</td>
<td>Quebec Street</td>
<td></td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR19 2AA</td>
</tr>
<tr>
<td>Post Office Ltd</td>
<td>The Green</td>
<td>Gressenhall</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 4DD</td>
</tr>
<tr>
<td>Post Office Ltd</td>
<td>62 Holt Road</td>
<td>North Elmham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5JQ</td>
</tr>
<tr>
<td>Toftwood Post Office</td>
<td>107 Shipdham Road</td>
<td>Toftwood</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR19 2AJ</td>
</tr>
<tr>
<td>Guist Post Office</td>
<td>Norwich Road</td>
<td>Guist</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5JQ</td>
</tr>
<tr>
<td>Bintree Post Office</td>
<td>4 The Street</td>
<td>Bintree</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5AH</td>
</tr>
<tr>
<td>Mattishall Post Office Stores</td>
<td>19 Dereham Road</td>
<td>Mattishall</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 3AA</td>
</tr>
<tr>
<td>Mileham Post Office</td>
<td>Litcham Road</td>
<td>Mileham</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>PE32 2PS</td>
</tr>
<tr>
<td>Whissonsett Post Office</td>
<td>High Street</td>
<td>Whissonsett</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5AP</td>
</tr>
<tr>
<td>Tittleshall Village Hall</td>
<td>High Street</td>
<td>Tittleshall</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>PE32 2PJ</td>
</tr>
<tr>
<td>Clint Green Post Office</td>
<td>Norwich Road</td>
<td>Clint Green</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR</td>
</tr>
<tr>
<td>Elsing Post Office</td>
<td>Peasland Cottage</td>
<td>Peasland Green, Elsing</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 3DY</td>
</tr>
<tr>
<td>Hockering Post Office</td>
<td>Hockering Motor Services</td>
<td>The Street, Hockering</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 3AJ</td>
</tr>
<tr>
<td>Swanton Morely Post Office</td>
<td>Gooseberry Hill</td>
<td>Swanton Morely</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 4PP</td>
</tr>
<tr>
<td>Wood Norton Post Office</td>
<td>Orchard End, Rectory Road</td>
<td>Wood Norton</td>
<td>Dereham</td>
<td>Norfolk</td>
<td>NR20 5BA</td>
</tr>
<tr>
<td>Post Office Name</td>
<td>Address</td>
<td>Town</td>
<td>Postcode</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>--------------------------------</td>
<td>------------</td>
<td>------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beachamwell Post Office</td>
<td>24-25 The Street</td>
<td>Beachamwell</td>
<td>PE37 8BD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>London Street Store</td>
<td>London Street</td>
<td>Swaffham</td>
<td>PE37 7DX</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Swaffham Post Office</td>
<td>49-51 Market Place</td>
<td>Swaffham</td>
<td>PE37 7LE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Litcham Post Office</td>
<td>12 Church Street</td>
<td>Litcham</td>
<td>PE32 2NS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Necton Sub Post Office</td>
<td>3 Chantry Court</td>
<td>Necton</td>
<td>PE37 8HA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Pickenham Service Site PO</td>
<td>The Blue Lion</td>
<td>Houghton Land, North Pickenham</td>
<td>PE37 8LF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Admirals Way Post Office</td>
<td>33 Admirals Way</td>
<td>Thetford</td>
<td>IP24 2LB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canons Walk Post Office</td>
<td>103 Canons Walk</td>
<td>Thetford</td>
<td>IP24 3PT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Croxton Stores</td>
<td>The Street</td>
<td>Croxton</td>
<td>IP24 1LN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>East Harling Post Office &amp; Card Shop</td>
<td>Market Street</td>
<td>East Harling</td>
<td>NR16 2AD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Great Hockham Post Office &amp; Stores</td>
<td>Watton Road</td>
<td>Great Hockham</td>
<td>IP24 1PB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Griston Post Office</td>
<td>Post Office</td>
<td>Church Road, Griston</td>
<td>IP25 6PY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mundford Post Office &amp; Stores</td>
<td>62 St Leonards Street</td>
<td>Mundford</td>
<td>IP26 5DW</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nuns’ Bridge Post Office</td>
<td>Nuns’ Bridges Filling Station</td>
<td>Bury Road</td>
<td>IP24 3ED</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post Office Ltd</td>
<td>1 Market Place</td>
<td>Thetford</td>
<td>IP24 2AA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>York Way Post Office</td>
<td>52 York Way</td>
<td>Thetford</td>
<td>IP24 1EJ</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post Office Stores</td>
<td>The Street</td>
<td>Garboldisham</td>
<td>IP22 2QN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>North Lopham Post Office</td>
<td>The Street</td>
<td>North Lopham</td>
<td>IP22 2LU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Norwich Road Post Office</td>
<td>Norwich Road</td>
<td>Watton</td>
<td>IP25 6JB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saham Toney Post Office</td>
<td>24 Richmond Road</td>
<td>Saham Toney</td>
<td>IP25 7ER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipdham Post Office &amp; Central Store</td>
<td>The Green</td>
<td>Shipdham</td>
<td>IP25 7LA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Watton Post Office</td>
<td>52 High Street</td>
<td>Watton</td>
<td>IP25 6AA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ashill Post Office</td>
<td>The Green</td>
<td>Ashill</td>
<td>IP25 7AT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thompson Post Office</td>
<td>Fear naught, Hall Field Road</td>
<td>Thompson</td>
<td>IP24 1PT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Satellite Services?**