



Post Office Limited  
Post Office Customer Support  
Finsbury Dials  
20 Finsbury Street  
EC2Y 9AQ

Sam Tarry MP  
House of Commons  
London  
SW1A 0AA

6 April 2020

Dear Mr Tarry,

I am writing further to your recent question to the Secretary of State for Business, Energy and Industrial Strategy (BEIS). As your questions relate to operational matters for the Post Office, I have been asked to reply. The questions and responses are set out below.

***To ask the Secretary of State for Business, Energy and Industrial Strategy, what information his Department holds on Post Office Limited's criteria for awarding new franchises. (34417)***

With unprecedented change on our high streets and the changing needs of customers, it's vital that we provide secure and commercially sustainable Post Office services that meet the needs of communities throughout the UK.

The vast majority of our network of over 11,500 branches, both large and small, are successfully operated by retail partners and there a small number of Post Offices that are operated directly by Post Office Ltd (Directly Managed Branches).

It's important that our Directly Managed Branches operate sustainably, so that Post Office services remain in main shopping locations and at the heart of communities where they play an important role in local economies. Franchising Directly Managed Branches has proven to be a successful model that delivers secure and commercially sustainable Post Office services to our customers.

To be considered as a franchisee for a Directly Managed Branch applicants must satisfy our requirements and checks to validate commercial, financial and legal credentials. They are also required to demonstrate that they are:

- Entrepreneurs with a retail business in a convenient and suitable location, with sufficient space to accommodate a Post Office
- Able to provide well maintained premises that they own and occupy on either a freehold or leasehold basis,
- Able to provide Post Office-trained and vetted staff to run the branch to meet customer demand.
- Self-motivated and sales-focused and will provide excellent customer service
- Forward thinking and innovative with plans to demonstrate how their business will benefit from Post Office customer footfall
- Able to provide accessible premises and a Post Office counter that meets the standards set out in our Post Office Accessibility Guide.

Once an applicant has met our criteria they are asked to submit a business plan or corporate financial information to demonstrate that the retail business is profitable and that the overall business, including the Post Office, is sustainable.

Once all the criteria has been met we undertake a 4 week period of Public Engagement (when the Post Office remains in the same location) or a 6 week Public Consultation (when the proposal is to relocate the Post Office) with customers and stakeholders. The feedback received helps to shape the proposal and finalise the plans for the branch.

***To ask the Secretary of State for Business, Energy and Industrial Strategy, what information his Department holds on the number and location of Post Office franchises awarded to ZCO Ltd in the latest period for which information is available. (34418)***

As requested, I have provided details of the locations currently operated by ZCO Ltd. As of 31 March 2020, ZCO Ltd successfully operate 29 franchises.

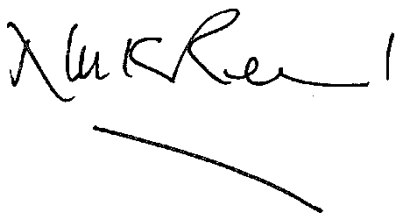
<b>Branch Name</b>	<b>Opened</b>
Huyton (Liverpool)	19/02/2015
Acocks Green (Birmingham)	12/03/2015
Cumbernauld (Glasgow)	26/03/2015
Rhyl (Denbighshire)	02/07/2015
Chelmsley Wood (Birmingham)	27/08/2015
Kirkby (Liverpool)	24/09/2015
Heybridge (Maldon)	27/07/2016
Gorton (Manchester)	23/03/2017
Great Greenford (London)	08/06/2017
Blackfriars Road (London)	19/03/2018
Headingley (Leeds)	15/11/2018
Sydenham (London)	16/11/2018
Huddersfield (West Yorkshire)	04/07/2019
Holywell (Flintshire)	25/09/2019
Thetford ( Norfolk)	26/09/2019
Llangefni (Anglesey)	26/09/2019

Barnsley (South Yorkshire)	24/10/2019
Faversham (Kent)	24/10/2019
Sittingbourne (Kent)	31/10/2019
Sevenoaks (Kent)	07/11/2019
Mold (Flintshire)	07/11/2019
Derby City (Derbyshire)	14/11/2019
Redruth (Cornwall)	20/11/2019
Wandsworth (London)	20/11/2019
Battersea (London)	21/11/2019
Five Ways (Tunbridge Wells)	21/11/2019
Petersfield (Hampshire)	22/11/2019
Melksham (Wiltshire)	16/01/2020
Newmarket (Suffolk)	14/11/2020

In addition to the branches listed, I can confirm that ZCO Ltd have also been awarded the franchises for Diss, Dorking, Haverhill, Abergavenny, New Malden and Keynsham. These branches are currently scheduled to transfer to ZCO Ltd in April 2020.

I trust this information is useful.

Yours sincerely,



Nick Read  
Group Chief Executive Officer

