

[Your address]

[Name] MP  
House of Commons  
London  
SW1 0AA

[DATE]

Dear [Name of MP]

Government services at post offices

I am writing to ask you to back efforts by the National Federation of SubPostmasters (NFSP) to create a secure and vibrant future for our post offices, by ensuring more government services are available at local post offices.

As you will know, the government has committed to use the post office network as the “front office for government”, with post offices acting as the local face-to-face complement to the growing online provision of government information and services.

As a subpostmaster I warmly welcome this initiative. I believe that post offices are the natural home for all forms of government services. We are local, convenient and trusted; and we are used to handling confidential information, complex transactions, dealing with the public and offering the highest standards of service.

Additional government services at the Post Office would not only be welcomed by the public; they can also offer a cost-effective option for government; and would also provide a valuable boost to the post office’s income, helping to secure the continuation of this vital service for the local community.

However, I am concerned that unless steps are taken soon, this pledge will not translate into a reality and that co-ordination across government departments is essential to achieve this.

I would therefore be grateful if you could write to the Minister for the Cabinet Office. Please urge him to explore ways for all government departments and agencies to make better use of our post offices, by identifying additional opportunities for existing or new transactions, information or verification which could be carried out at the Post Office.

Yours sincerely

[Your name]