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Peter Luff MP  
Chairman  
Business and Enterprise Committee  
7 Millbank  
London  
SW1P 3JA

22 September 2008

Dear Peter

**Postwatch progress report on post office closure programme**

I attach Postwatch's final progress report to the Business and Enterprise Committee on the post office closure programme.

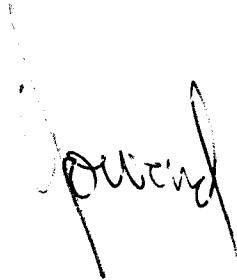
As you will see, there are a number of outstanding concerns that Postwatch is pursuing with POL, both at local level and nationally. Specifically, we share the Committee's concerns regarding outreach services, including the restricted product range available through 'partner' outreaches.

As we move towards the end of the programme, it is critical that improvements to increase capacity at receiving post offices, and to improve disability access, are delivered in a way that keeps disruption and inconvenience for customers to an absolute minimum. I am sure that your Committee will wish to keep up to date on progress in implementing promised post office improvements in the coming months. As you know, sufficient Postwatch staff are staying on over the next three months or so, as a 'sub-brand' under Consumer Focus, to help with this task.

Finally, can I take this opportunity to thank the Committee for its keen interest in and expert scrutiny of the programme. Your close involvement has greatly helped Postwatch in its work – and more importantly, has secured meaningful improvements to the programme for customers.

I hope this report provides a useful summary of the closure programme's progress.  
Please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely

A handwritten signature in black ink, appearing to read "Howard Webber". The signature is written in a cursive style with a prominent vertical stroke on the left side.

**Howard Webber**