



Department for Business and Trade

30 January 2024

Dear Minister Hollinrake,

Many thanks for your response to my open letter, and thank you for your work on helping expedite the compensation process, and investigate what happened to the money paid to Post Office (PO) by falsely accused Postmasters. The Postmaster network appreciates your tireless work on this issue.

Following the recent news about the Chair leaving the PO Board, the NFSP is supportive of this decision and also requests that the full Board be replaced and the governance structure changed. The reputation of the Post Office has been so badly damaged, that something radical is required to restore trust from not only the network but importantly our customers. We believe that our Oversight Committee proposal is the solution to this and would provide a clear and accountable process while involving all major stakeholder groups.

Your letter of response states Post Office operates as a commercial business, yet it is also in a very unique position in that the UK public are the sole shareholder, and whilst a healthy return is a priority, so is the need for a viable business that also achieves its aims of being a Service of Public General Interest.

The SPGI acknowledges that post offices are for the benefit of the general public, and we understand that Post Office are trying to keep Hard to Place offices open for the sake of their communities. However this should not be at the expense of these Postmasters who were led to believe that 26 months compensation would be available if they kept their offices open to the community.

The NFSP believes that via collaboration rather than opposition, those who have an intrinsic interest in the success of the business can work together for the benefit of communities the length of the country. We believe that an Oversight Committee should be the scrutiny function of Post Office decision making, and should prevent the Post Office from lurching from one crisis to the next, bringing much needed security to the investment of thousands of Postmasters.

Again, I ask you to please consider the Oversight Committee proposal as a solution to the current situation. We also recommend that the new Chair engages with the NFSP in a manner not taken so far so that they have an understanding of the needs of the full network.

Yours sincerely,

Calum Greenhow  
NFSP, CEO