Post Office Ltd
Network Report 2026

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Presented to Parliament pursuant to section 11 of the Postal Services Act 2011



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This report provides information about the Post Office branch network and customer accessibility as of March 2026 as required under Provision 11 of the Postal Services Act 2011. It is sent to the Department of Business and Trade who will lay a copy of the report before Parliament. Specific information in this report for the network as of March 2026 is provided in accordance with the requirements of the legislation.

The report also includes yearly data sets, which provide updated figures on what has been published in previous years. Further information on Post Office Limited can be found at www.corporate.postoffice.co.uk

Network Reach

Post Office is the UK's largest retail network and a vital part of the country's social and economic infrastructure. With branches in cities, towns, villages and rural areas across all four nations, the network serves nearly ten million customers each week and provides trusted, face-to-face access to postal, financial, banking and government services. For many communities, particularly in rural and more remote areas, the local post office remains an important community anchor and a key part of everyday life.

This year, Post Office network maintained that role and continued to meet the network requirements set by Government, including to operate at least 11,500 locations nationwide and to meet certain Access Criteria. As at March 2026, the network comprised 11,718 branches, sustaining coverage across the UK and surpassing the 11,500 requirement. Following the franchising of all former Directly Managed Branches (DMBs), all public-facing branches are now operated by independent postmasters and partners. In addition, there are 10,000 Payzone stores where customers can also access household bill payment services. Together, the Post Office and Payzone networks provide approximately 22,000 locations where customers can access household bill payment services.

Our approach is focused on maintaining a resilient, accessible and sustainable network that supports local communities and the wider economy. Working closely with postmasters and partners, the network ensures continued access to essential services, particularly in rural, remote and more vulnerable communities. As the operating environment and customer needs evolve, we remain focused on adapting our services to ensure continued nationwide access, while also maintaining network stability and meeting our public service obligations.

This long-term approach is supported by Post Office's Transformation Plan to 2030, which is focused on modernising the network, improving support for postmasters and partners, and ensuring branches remain fit for the future. Significant progress has already been made, including increasing postmaster remuneration, since the commencement of our Transformation Plan, we have been able to deliver an extra £92 million remuneration – representing over a 20% increase year-on-year – helping to strengthen the sustainability of branches and better recognise the vital role postmasters play in serving customers and communities.

That commitment to our network also extends well ahead into the future. In February 2026, the first part of the Government's response to the "Future of Post Office" Green Paper renewed the framework for the network, confirming the continued requirement for at least 11,500 branches and retaining all six geographical Access Criteria, while also introducing a new requirement that at least half of the network should be full-time and full-service and an expectation for Post Office to introduce minimum branch standards. These commitments provide a clear basis for maintaining nationwide access while strengthening consistency and service quality across the network.



The Government's "Future of Post Office" Green Paper

The Government's Green Paper, and the first part of the Government's response published in February 2026 to that consultation, set out a renewed policy framework for Post Office: protecting nationwide access, strengthening the role of full-time and full-service branches, and supporting a more commercially sustainable network.

Key outcomes for the Post Office network include:

- **A commitment to network requirements:** A continued commitment to a network of at least 11,500 branches and for the network to meet six Access Criteria to ensure reasonable coverage in urban, urban deprived and rural areas of the UK.
- **Renewed network subsidy:** Government has confirmed it will provide up to £180 million in subsidy over the next three years to support uncommercial branches in remote or rural locations and safeguard access to essential services.
- **New branch standards:** A new expectation for Post Office to introduce minimum branch standards and a performance management framework from financial year 2026/27 onwards.
- **New requirements for network composition:** Government has introduced a new requirement to ensure at least 50% of the Post Office network should be made up of full-time and full-service branches so that communities continue to have strong, reliable post offices.



More widely, the Government has also introduced five key objectives for Post Office for the next five to ten years and beyond:

1. For the Post Office network to provide postal and other critical services – currently including cash and banking, government and utility bill payment – to those who cannot or will not get them elsewhere.
2. For the Post Office to maintain a network made up mostly of full-time and full-service branches, offering a reliably good level of customer service and a wide range of services alongside a retail offering, as these branches provide the most benefit to communities.
3. For the Post Office network to support high streets as visible economic stimulants and hubs for local activity.
4. For the Post Office to be an organisation with a positive culture, that is run in an accountable and transparent way, and delivers benefits for and represents the interests of postmasters, partners, their customers, employees and communities.
5. For the Post Office to become an organisation that adapts to changing markets and is financially sustainable, with lower reliance on government funding for investment costs.

The Government's response also recognises the importance of in person services and the role post offices can play in supporting access to everyday services. As other parts of the public and private sector continue to reduce their physical footprints, post offices are increasingly one of the few remaining places in communities and on high streets people can access services face-to-face. In this context, discussions are underway to explore how the Post Office could support Government's wider policy priorities – including access to government and in-person banking services – building on our extensive national footprint and trusted local presence.

The widespread reach of our network, the trusted role postmasters and partners play in their communities, and the Post Office's long-standing presence on high streets mean we have a critical role to play in supporting thriving local places and improving access to public services, particularly for those who are digitally excluded or prefer to engage in-person.

Post Office Transformation Plan

The Green Paper outcomes are reflected in our ambitious five-year Transformation Plan to 2030, which is focused on modernising the network, improving support for postmasters and partners, and ensuring branches are equipped to meet changing customer needs. At the heart of this strategy is "A New Deal for Postmasters", transforming the central organisation into a service function that better supports postmasters.

At the heart of this plan is our vision to build a thriving Post Office for every community, strengthening what makes the Post Office unique while evolving to meet changing customer needs and supporting sustainable growth for postmasters, partners and the business. With this in mind, the strategy is built on three core goals:

- **Transforming Post Office's offer to postmasters:** A key ambition is to increase annual postmaster income by £250 million by 2030 and expand revenue share in recognition of the vital role they play. This will help make existing branches more viable, strengthening service delivery for communities while making franchise opportunities more attractive.
- **Achieving financial stability for the business:** Our goal is to streamline the business, reduce costs, and lower long-term funding requirements from Government, ensuring the Post Office remains financially robust and able to make decisions at pace.
- **Enhancing service for communities across the UK:** We are committed to securing the Post Office's role as a vital platform of choice for Government, businesses, and local communities, supporting millions of people and small business who rely on our services.

Post Office has made significant progress over the past year in laying the foundations for a stronger, more resilient and sustainable network. Building on this, we are now accelerating delivery of our Transformation Plan, designed to secure a modern, trusted and financially sustainable national network.

This work is supported by more than £480 million in Government funding, secured for 2026/27 and 2027/28, to deliver transformation and reinforce the long-term future of the Post Office and its national network.

Our Transformation Plan focuses on five core priorities: strengthening our commercial and network offer, ensuring our operations are fit-for-purpose, delivering a simpler operating model, transforming technology and data, and resetting relationships with postmasters, partners and stakeholders.

1. Strengthen our commercial and network offer

Last year, we announced our intention to invest in modernising branches and improving the customer experience across the network. Central to this is our Format Refresh initiative, a four-year programme running from 2026/27 to 2029/30, supported by £120 million of Government funding to upgrade branches with improved layouts, enhanced accessibility, clearer signage, and increased use of technology and automation tailored to local needs.

These improvements will help reduce queues, lower operating costs, and deliver a more consistent and accessible in-branch experience. In parallel, we are responding to the Government's request to introduce minimum branch standards, supporting greater consistency across the UK network.

In addition, the introduction of Banking Framework 4 also safeguards access to cash for communities while increasing revenue opportunities for postmasters and partners. The new banking deal extends essential cash services in Post Office branches to 2030. This agreement with 30 banks and building societies reinforces Post Office's commitment to keeping cash accessible in local communities.

Post Office Transformation Plan continued

2. Ensure network operations are fit for purpose

We continue to strengthen the commercial and operational foundations of the network, taking important steps to improve long-term sustainability, including transitioning Directly Managed Branches into independent ownership, which will save the business up to £30 million each year reducing central costs while supporting local viability.

We are continuing to invest in a modern, sustainable network that supports communities and local high streets. By the end of the financial year (2026/27), we are targeting:

- 3,000 Drop & Collect locations, improving access to parcel services
- Over 300 Banking Hubs, ensuring continued access to cash and face-to-face banking
- Trials of Post Office Plus, testing new ways to co-locate services and drive footfall

Our 'Post Office Plus' pilot will see a number of flagship branches transformed into multi-use spaces that bring together traditional Post Office services alongside partner delivered services tailored to local needs, including advice, support and community-focused provision. These pilots are designed to drive footfall, diversify services and strengthen the role of post offices as active contributors to vibrant local centres.

Together, these measures demonstrate a clear commitment to protecting access to essential services, supporting economic activity, and ensuring the Post Office network remains fit for the future.

3. Transform technology and data

We are delivering essential upgrades across the network to improve efficiency, security and resilience. Over the past year, branches have been equipped with more than 50,000 pieces of equipment, including Portable Counter Devices, EPOS systems and upgraded connectivity, with fibre now delivered to 10,000 branches.

We have also deployed thousands of operational tools, including over 6,000 note counters and enhanced payment and cash-handling capabilities.

Alongside these improvements, we are progressing the replacement of the Horizon system to deliver a modern, adaptable platform that will support the network into the future.

4. Deliver a new operating model

We are creating a simpler, more agile organisation that better supports postmasters and partners. This includes implementing a new target operating model, strengthening leadership, and embedding a culture focused on agility, inclusivity and impact.

Changes to field support structures and clearer points of contact are helping ensure postmasters and partners receive more effective support to run and grow their businesses.

5. Reset stakeholder relationship

Resetting relationships with postmasters, partners and stakeholders remains central to our transformation. We have introduced new mechanisms to ensure postmaster voices are reflected in decision-making, including a Consultative Council and initiatives such as "Adopt a Function."

We are also modernising how we engage and communicate with the network through improved digital channels improving our Branch Hub engagement for postmasters and partners, to make it easier to use and to add more self-service options.

These changes support our broader social purpose: ensuring the Post Office continues to play a vital role in communities across the UK, providing essential services, supporting local economies, and maintaining access to cash and postal services. Since the commencement of our Transformation Plan, we have been able to deliver an extra £92 million remuneration. This represents an over 20% increase on the previous year, and the biggest increase in decades.

Having laid strong foundations, we are now increasing the pace of change and moving towards delivering visible improvements for customers and communities. Automation of banking and mails services will scale across the network, with the rollout of multi-functional devices, teller cash recyclers and additional note counters to reduce manual processes and ease pressure on branches.

We will also expand customer solutions such as lockers and drop boxes improving access, convenience and resilience, particularly at peak times. These developments will be supported by new commercial partnerships, enabling expanded multi-carrier services and the introduction of new products.

Our Services

The Post Office offers customers access to a broad and diverse range of services, with over 170 products available through our nationwide branch network and online platforms. This extensive portfolio enables customers to access essential services in a manner that is convenient, secure and locally accessible.

As online shopping continues to rise, Post Office's postal services are increasingly serving as a bridge between the online and offline economy. Small businesses can use their local post office to easily dispatch products to their customers, while customers can select their post office as the destination for their online orders. We offer a range of postal and mailing services, with multi-carrier options across Royal Mail, Parcelforce Worldwide, DPD, Amazon, Evri and DHL.

Alongside this, we offer personal and business banking services in partnership with UK financial institutions. We also provide foreign currency and travel money, insurance products, and a range of financial services designed to support everyday needs.

Access to cash and in-person banking services remains a core part of the Post Office's role within communities across the UK. Through the Banking Framework, our partnerships with almost every UK bank enable personal and business customers to withdraw and deposit nearly £4 billion in cash each month. This capability is particularly important in areas where access to cash remains critical for local communities and businesses.

Independent research by WPI Economics has highlighted the potential for the Post Office to play an expanded role beyond cash access, including the provision of wider in person banking services.

The Post Office works in partnership with Cash Access UK, supporting the delivery of shared banking facilities where traditional provision has diminished. As at March 2026, there were 231 Banking Hubs and 9 Cash Hubs* operating across the UK. These hubs have helped restore essential services to local communities, supporting economic activity and providing face to face assistance for customers who rely on in-person support.

This collaboration has also contributed to the development of an increasing number of Enhanced Post Offices offering improved banking services. Investment in new technology is enabling faster transactions and an improved customer experience in branch, aligned with our wider network automation programme.

These initiatives are underpinned by a customer centric approach that strengthens the Post Office network for the benefit of customers, postmasters and retail partners alike. As one of the UK's leading provider of cash access, the Post Office enables personal and business customers to continue accessing their high street bank accounts locally, supporting financial inclusion and community resilience.

In addition, the Post Office plays an important role in enabling customers to manage household finances through bill payment services, as well as delivering access to key government services on behalf of public sector partners. These services support citizens in interacting with Government securely and efficiently, particularly in communities where alternative access may be limited.

By offering a wide range of services through a single, trusted network, the Post Office helps ensure that essential services remain accessible to individuals, businesses and communities across the UK. A full list of the products and services available through the Post Office network is set out later in this report.



* A Cash Hub is a location that provides essential access to cash to a community where there is no nearby Post Office branch.

Making a Difference

Post Office generates an economic impact of £4.7 billion across the United Kingdom a year. In fact, for every £1 spent by Post Office, an additional £1.51 is generated across the wider economy. Post Office's branch network also supports communities at a local level. The expenditure of Post Office's branches resulted in an average economic impact on the UK economy of £5.8 million per parliamentary constituency.

The branch network is at the heart of our social purpose to make everyday life easier and the centre of our renewed environmental and social sustainability strategy. This includes combatting climate change and limiting resource use with our branch operators, as well as continuing to invest in communities alongside our valued charity partners.

Over the year, we collected over £1.1 million in donations for charity, 92% of which was in cash, demonstrating the continued importance of cash as a vital and trusted channel for charitable giving. This includes support for major national partners such as BBC Children in Need and Disasters Emergency Committee, as well as the many local charities selected and championed by individual branches, reinforcing our role as a community anchor across the UK.

Across the millions of face-to-face interactions through our network each year, we aim to ensure all of our customers can use our services safely and confidently in an increasingly digital world, regardless of their circumstances, and continue to provide valuable in-person connection to communities across the UK.



Postmasters and Partners

This year's achievements are underpinned by the dedication of our postmasters and partners, who remain at the heart of the communities they serve. Every day, they support millions of customers with essential services, while continuing to assist those most in need. From major cities to rural villages, postmasters play a vital role in strengthening community ties across the UK.

With this in mind, a central part of the Transformation Plan is our ambition to increase total annual postmaster remuneration by £250 million by 2030. In fact, in the first year of the Plan, Post Office delivered a significant uplift in postmaster remuneration, providing an additional £92 million in payments, an increase of over 20% year-on-year and the largest uplift in decades. This reflects a deliberate shift to ensure branches receive a greater share of the value generated by the business, with further increases planned as the Transformation Plan progresses.

Accessibility of the Network

The Post Office is committed to meeting the accessibility criteria set by the Government. The criteria cover UK-wide accessibility for total, urban, rural and urban deprived populations. Moreover, the criteria ensure a strong geographical distribution of Post Office branches by including a separate criterion that works at postcode district level.

There are around 3,000 geographic level postcode districts throughout the UK (an example would be the NP20 part of the postcode). Wide coverage across the UK ensures that the Post Office is accessible for all, including particular groups such as elderly people, those on low incomes and those with disabilities.

Post Office also provides a key national infrastructure for small businesses, supporting them to grow and reach new customers.

Compliance with Government's network access criteria (March 2026)

The results against these access criteria are shown in the table below. The Government access criteria are:

- 99% of the UK population to be within three miles of their nearest Post Office outlet
- 90% of the UK population to be within one mile of their nearest Post Office outlet
- 99% of the total population in deprived urban areas across the UK to be within one mile of their nearest Post Office outlet
- 95% of the total urban population across the UK to be within one mile of their nearest Post Office outlet
- 95% of the total rural population across the UK to be within three miles of their nearest Post Office outlet

In addition, the following criterion will apply at a local level to ensure a minimum level of access for customers living in remote rural areas:

- 95% of the population of every postcode district to be within six miles of their nearest Post Office outlet

Post Office measures the performance of the network against the Government access criteria by breaking down the population across the country into census Output Areas (OAs). Accessibility is calculated by measuring the distance of the centre (population weighted centroid) of the OA to its nearest Post Office access point.

Data incorporates new Scotland CENSUS geographies and population figures, as well as new Rural and Urban Classifications for England and Wales. The total national accessibility is then calculated by adding the total population of each of the census OAs deemed to meet the criterion divided by the total population as a whole, expressed as a percentage.

Accessibility of the Network continued

Urban, Urban Deprived and Rural accessibility is measured by taking account of OAs classified as Urban, Urban Deprived and Rural respectively.

The Post Office provides Citizens Advice with the location co-ordinates of all individual open and trading Post Office branches. This is the same core data upon which the accessibility results are based.

Criteria	Total Population within 3 miles	Total Population within 1 mile	Deprived Urban Population within 1 mile	Urban Population within 1 mile	Rural Population within 3 miles	Postcode Districts with less than 95% Population within 6 miles
Minimum requirement	**99%**	**90%**	**99%**	**95%**	**95%**	**0**
2024/25 Performance (excluding Drop & Collect)	99.49%	91.42%	99.07%	96.69%	97.36%	0
2024/25 Performance (including Drop & Collect)	99.50%	92.13%	99.25%	97.40%	97.44%	0
2025/26 Performance (excluding Drop & Collect)	99.47%	91.25%	99.17%	96.71%	97.15%	0
2025/26 Performance (including Drop & Collect)	99.50%	92.17%	99.39%	97.58%	97.32%	0

Accessibility to the Post Office branch network for key groups across the UK as of March 2026

The Postal Services Act 2011 (Provision 11) also requires reporting on Post Office network access for a number of user groups over and above the established Government Access Criteria as follows:

- Small businesses
- Disadvantaged individuals
- Individuals on low incomes
- Individuals with disabilities
- Elderly individuals

This accessibility reporting is over and above the Government Network Access Criteria. The analysis has been conducted by Post Office's in-house modelling team based on the network of open Post Office branches as of March 2026.

Key data sets used in the analysis to identify the key user groups were as follows:

Small businesses – Companies House Data 2026

Disadvantaged individuals – Based on the various Indices of Multiple Deprivation available for England (2019), Scotland (2020), Wales (2019) and Northern Ireland (2017) at Super Output Area level.

Individuals with low incomes (<10k) – Annualised "Average gross monthly income per person (£)" from "Geolytix Residential Disposable Income 2024" at Output Area 2021 level (2022 for Scotland). Population of OA used if annualised average income in OA less than £10,000.

Individuals with low incomes (<20k) – Annualised "Average gross monthly income per person (£)" from "Geolytix Residential Disposable Income 2024" at Output Area 2021 level (2022 for Scotland). Population of OA used if annualised average income in OA less than £20,000.

Individuals with disabilities – Northern Ireland CENSUS 2021 – People – Disability @ Data Zone Level. Sum of population in Data Zone: Day-to-day activities limited a lot + Day-to-day activities limited a little.

Scottish CENSUS 2022 – Disability (UV102b) – @ OA level Sum of population in OA22: Day-to-day activities limited a lot + Day-to-day activities limited a little.

England and Wales CENSUS 2021 – Disability (TS038) @ OA level Sum of population in OA21: Disabled under Equality Act: Day-to-day activities limited a lot + Disabled under Equality Act: Day-today activities limited a little.

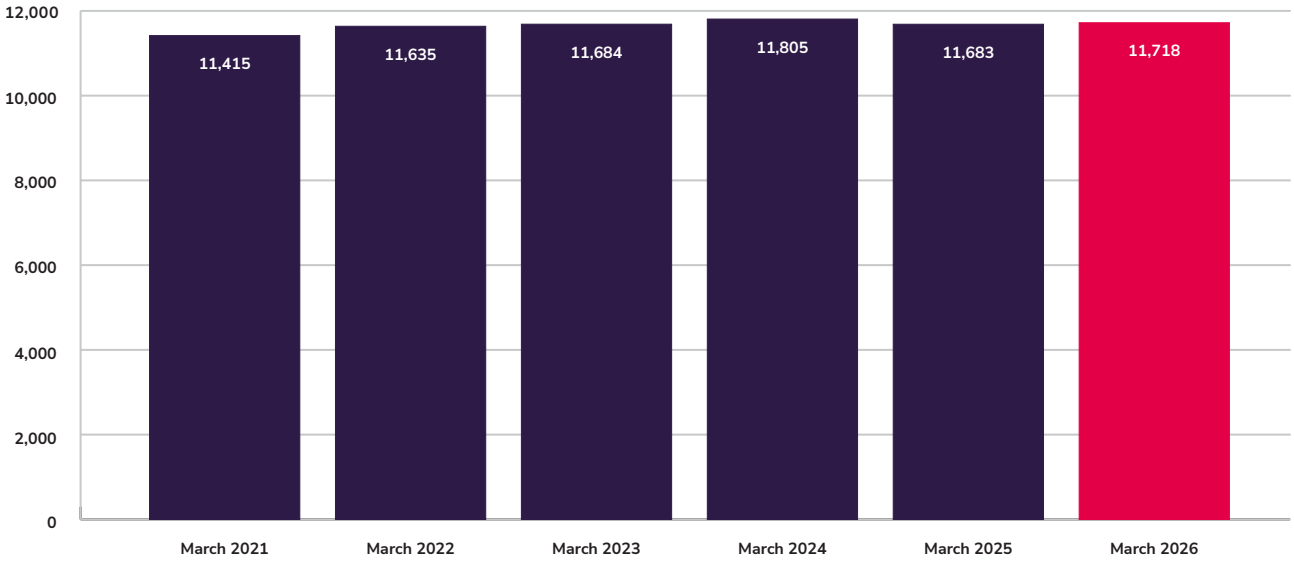
Elderly Individuals – Based on the 2021 CENSUS population (2022 for Scotland) broken down by age at Output Area level.

The 2025 accessibility results for each of these categories are shown in the chart below.

Criteria	% of population within 1 mile of a Post Office branch	% of population within 3 miles of a Post Office branch
Small businesses	92.31%	99.62%
Disadvantaged individuals	97.82%	99.86%
Individuals with low incomes (<10k)	98.43%	99.92%
Individuals with low incomes (<20k)	95.39%	99.62%
Individuals with disabilities	92.60%	99.47%
Elderly individuals	90.17%	99.34%

Network Tables

Total number of open Post Office branches from March 2021 to March 2026



Network Tables continued

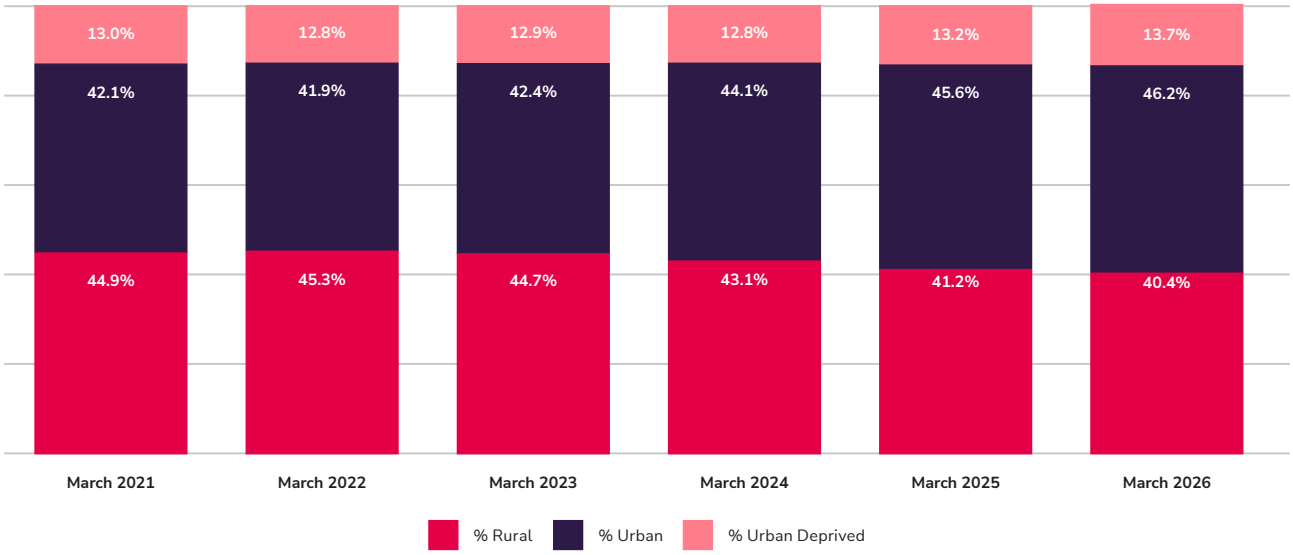
Quarterly change in Network size over recent years

Date	Total	Net change	% Quarterly Change
31.03.21	11,415	**-62**	-0.54%
30.06.21	11,514	**99**	0.87%
30.09.21	11,562	**48**	0.42%
31.12.21	11,596	**34**	0.29%
31.03.22	11,635	**39**	0.34%
30.06.22	11,600	**-35**	-0.30%
30.09.22	11,632	**32**	0.28%
31.12.22	11,637	**5**	0.04%
31.03.23	11,684	**47**	0.40%
30.06.23	11,692	**8**	0.07%
30.09.23	11,723	**31**	0.27%
31.12.23	11,789	**66**	0.56%
31.03.24	11,805	**16**	0.14%
30.06.24	11,728	**-77**	-0.65%
30.09.24	11,657	**-71**	-0.61%
31.12.24	11,688	**31**	0.27%
31.03.25	11,683	**-5**	-0.04%
30.06.25	11,639	**-44**	-0.38%
30.09.25	11,618	**-21**	-0.18%
31.12.25	11,712	**94**	0.81%
31.03.26	11,718	**6**	0.05%

Change in Post Office branches by region in March 2026

Region	No of branches as of March 2025	No of branches as of March 2026	Net Variance	% of loss/ gain
East Midlands	858	867	**9**	1.0
East of England	1,196	1,195	**-1**	-0.1
London	765	777	**12**	1.6
Northern Ireland	484	487	**3**	0.6
North East	512	510	**-2**	-0.4
North West	1,177	1,185	**8**	0.7
Scotland	1,246	1,230	**-16**	-1.3
South East	1,404	1,411	**7**	0.5
South West	1,232	1,226	**-6**	-0.5
Wales	886	888	**2**	0.2
West Midlands	953	957	**4**	0.4
Yorkshire and The Humber	970	985	**15**	1.5
Total	**11,683**	**11,718**		

Percentage of Post Office branches in rural, urban and urban deprived areas out of the total number of Post Office branches March 2021 to March 2026



Regional changes in urban Post Office branch numbers (March 2025 vs March 2026)

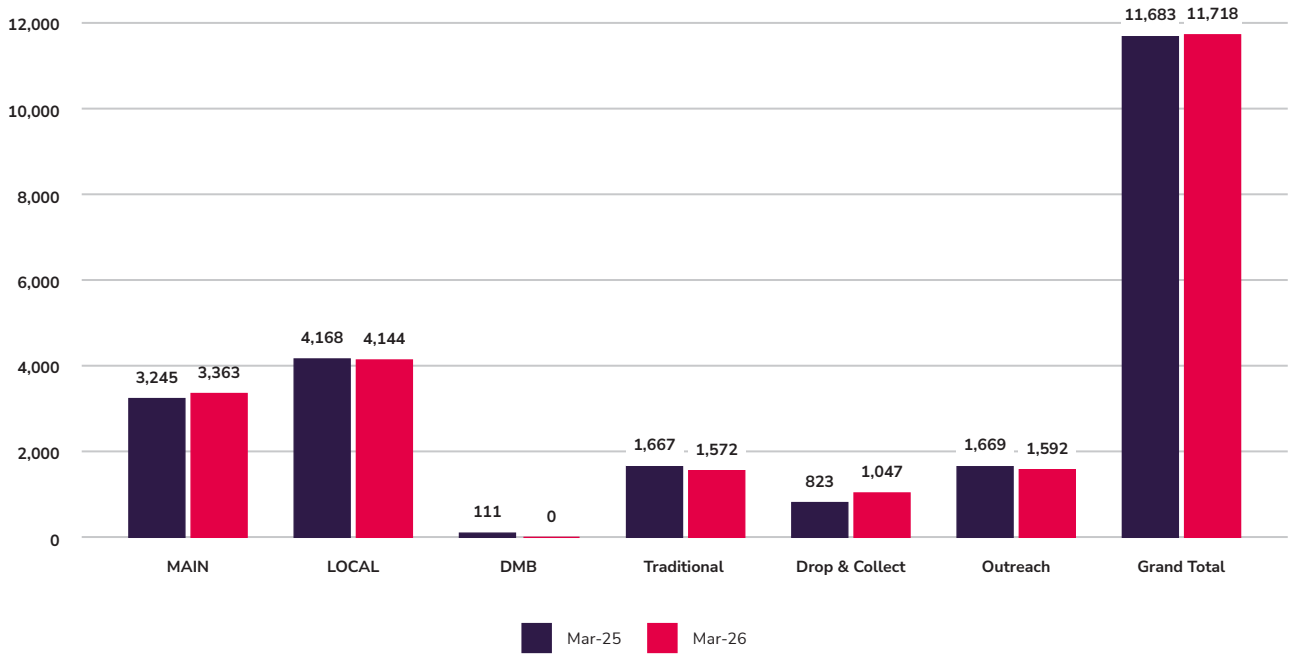
Region	Urban Deprived March 2025	Urban Deprived March 2026	Net change	% loss/gain	Urban Other March 2025	Urban Other March 2026	Net change	% loss/ gain	Urban Total March 2025	Urban Total March 2026	Net change	% loss/ gain
East Midlands	85	101	16	18.8%	356	354	-2	-0.6%	441	455	14	1.6%
East of England	61	66	5	8.2%	545	548	3	0.6%	606	614	8	0.7%
London	65	85	20	30.8%	700	692	-8	-1.1%	765	777	12	1.6%
Northern Ireland	42	41	-1	-2.4%	167	169	2	1.2%	209	210	1	0.2%
North East	113	116	3	2.7%	181	184	3	1.7%	294	300	6	1.2%
North West	321	329	8	2.5%	558	592	34	6.1%	879	921	42	3.6%
Scotland	160	160	0	0.0%	460	462	2	0.4%	620	622	2	0.2%
South East	67	74	7	10.4%	829	836	7	0.8%	896	910	14	1.0%
South West	79	71	-8	-10.1%	423	438	15	3.5%	502	509	7	0.6%
Wales	169	163	-6	-3.6%	226	232	6	2.7%	395	395	0	0.0%
West Midlands	187	191	4	2.1%	470	478	8	1.7%	657	669	12	1.3%
Yorkshire and The Humber	192	208	16	8.3%	408	410	2	0.5%	600	618	18	1.9%
Total	**1,541**	**1,605**			**5,323**	**5,395**			**6,864**	**7,000**		

Network Tables continued

Regional changes in rural Post Office branch numbers (March 2025 to March 2026)

Region	Rural as of March 2025	Rural as of March 2026	Net change	% loss/gain
East Midlands	417	412	-5	-1.2%
East of England	590	581	-9	-1.5%
London	0	0	0	0.0%
Northern Ireland	275	277	2	0.7%
North East	218	210	-8	-3.7%
North West	297	264	-33	-11.1%
Scotland	626	608	-18	-2.9%
South East	509	501	-8	-1.6%
South West	730	717	-13	-1.8%
Wales	491	493	2	0.4%
West Midlands	296	288	-8	-2.7%
Yorkshire and The Humber	370	367	-3	-0.8%
Total	**4,819**	**4,718**		

Post Office branches by model types in March 2025 and March 2026



Government has introduced a new requirement to ensure at least 50% of the Post Office network should be made up of full-time and full-service branches so that communities continue to have strong, reliable post offices. As of the end of **March 2026** there were **9079** full-time full-service branches representing 77.5% of the Post Office network.

Products & Services available at Post Office

Service	Availability	Description
Vehicle Tax – Motor Vehicle Licence Issue	Selected branches	Vehicle Tax – Motor Vehicle Tax, Direct Debit and Statutory Off-Road Notification (SORN) services provided. Documents checked and renewals at over 5000 branches.
Driving Licence photocard renewal	Selected branches	Renew DVLA photocard every 10 years; photo taken to DVLA standards, e-signature captured, data sent electronically to DVLA.
Passport Check & Send	Selected branches	Paper Check & Send: form and documentation checked. Digital Check & Send: assisted application on in-branch tablet with photo; submitted electronically. Paper forms/supporting docs dispatched by secure tracked next-day delivery.
Security Industry Authority	Selected branches	Complete SIA licence application in branch: document check, photo, and e-signature sent to SIA.

Identity Services

Service	Availability	Description
In Branch Verification Service	Selected branches	Face-to-face identity proofing and document validation for clients (e.g., pre-employment screening/DBS). In-person document inspection and facial comparison; advanced automated/manual checks by Security Centre staff.
Document Certification Service	Selected branches	Original documents checked; photocopies certified for uses such as mortgage, bank account or employment.
Post Office EasyID	Apply online	Reusable digital ID app (Apple/Google). Set up in minutes; prove age/identity online and in-person.
PASS Card	Apply online	Post Office PASS card (via CitizenCard) – affordable proof of age accepted across the UK; apply online only.

Mails Services

Guaranteed UK services

Carrier	Service	Availability
Royal Mail	Royal Mail Special Delivery Guaranteed by 9am®	All branches excluding Drop & Collect
Royal Mail	Royal Mail Special Delivery Guaranteed by 1pm®	All branches excluding Drop & Collect
Parcelforce Worldwide	Parcelforce Worldwide express24	All branches excluding Drop & Collect
Parcelforce Worldwide	Parcelforce Worldwide express10 and expressAM	All branches excluding Drop & Collect
DPD	DPD Gold	Selected branches excluding Drop & Collect

Products & Services available at Post Office continued

Mails Services continued

Tracked services		
Carrier	Service	Availability
Royal Mail	Royal Mail Tracked 24 with Signature	All branches excluding Drop & Collect
Royal Mail	Royal Mail Tracked 48 with Signature	All branches excluding Drop & Collect
Royal Mail	Royal Mail Tracked 24	All branches excluding Drop & Collect
Royal Mail	Royal Mail Tracked 48	All branches excluding Drop & Collect
Parcelforce Worldwide	Parcelforce Worldwide express48	All branches excluding Drop & Collect
Parcelforce Worldwide	Parcelforce Worldwide express48large	Selected branches excluding Drop & Collect
Evri	Evri Next Day	Selected branches excluding Drop & Collect
Evri	Evri Standard	Selected branches excluding Drop & Collect
DPD	DPD next day by 12	Selected branches excluding Drop & Collect
DPD	DPD Next Day	Selected branches excluding Drop & Collect
DPD	DPD 2 Day	Selected branches excluding Drop & Collect

Signature UK services		
Carrier	Service	Availability
Royal Mail	Royal Mail Signed For® 1st Class	All branches excluding Drop & Collect
Royal Mail	Royal Mail Signed For® 2nd Class	All branches excluding Drop & Collect

Standard UK services		
Carrier	Service	Availability
Royal Mail	Royal Mail 1st Class	All branches excluding Drop & Collect
Royal Mail	Royal Mail 2nd Class	All branches excluding Drop & Collect

Guaranteed international services		
Carrier	Service	Availability
Parcelforce Worldwide	globalpriority Europe & globalpriority Rest of the World	Selected branches excluding Drop & Collect

Signature & Tracked International services		
Carrier	Service	Availability
Royal Mail	Royal Mail International Tracked®	All branches excluding Drop & Collect
Royal Mail	Royal Mail International Tracked & Signed	All branches excluding Drop & Collect
Evri	Evri International Priority	Selected branches excluding Drop & Collect
Evri	Evri International Standard	Selected branches excluding Drop & Collect

Standard International services		
Carrier	Service	Availability
Royal Mail	Royal Mail International Standard	All branches excluding Drop & Collect
Royal Mail	Royal Mail International Economy	All branches excluding Drop & Collect
DPD	DPD Classic	Selected branches excluding Drop & Collect
DPD	DPD Direct Lite	Selected branches excluding Drop & Collect
DPD	DPD Air Classic	Selected branches excluding Drop & Collect
DPD	DPD Air Express	Selected branches excluding Drop & Collect

Pick up and drop off services		
Carrier	Service	Availability
Royal Mail	Royal Mail pre-paid Drop Off	All branches
Royal Mail	Tracked Returns	All branches
Royal Mail	Royal Mail Local Collect	All branches
Royal Mail	Redelivery	Most branches
Parcelforce Worldwide	Parcelforce Redelivery	Most branches
Parcelforce Worldwide	PFW pre-paid Drop Off and Returns	All branches
Parcelforce Worldwide	Parcelforce Local Collect	Most branches
Evri	Evri pre-paid Drop Off	Selected branches
Evri	Evri pre-paid Returns	Selected branches
Evri	Evri Click and Collect	Selected branches
DPD	DPD pre-paid Drop Off	Selected branches
DPD	DPD pre-paid Returns	Selected branches
DPD	DPD Click and Collect	Selected branches
Amazon Logistics	Amazon Label Free Box Free Returns	Selected branches

Products & Services available at Post Office continued

Mails Services continued

Pick up and drop off services		
Carrier	Service	Availability
Amazon Logistics	Amazon Click and Collect	Selected branches
DHL	DHL Click and Collect	Selected branches
InPost Lockers	InPost pre-paid Drop Off	Selected branches (Trial)
InPost Lockers	InPost pre-paid Returns	Selected branches (Trial)
InPost Lockers	InPost pre-paid Click and Collect	Selected branches (Trial)

Retail & Gift Cards

Service	Availability	Description
Gift cards	Selected branches	Variety from One4all (multi-store) to individual retailer cards.
Stationery	Selected branches	Stationery and packaging solutions for posting needs.
PhotoMe booths	Selected branches	Photos for passports, ID, or fun via in-store booths.
Royal Mail Philatelic	Selected branches	Philatelic services.
Royal Mail Redirection	All branches	Mail redirection service.
Royal Mail Poste restante	Selected branches	Poste restante service.
Drop & Go (Post Office product incl. all carriers sold in branch)	Selected branches	Prepaid parcel drop service tailored for frequent senders.

Financial Services

Service	Availability	Description
Payment Exception Service	All branches	DWP benefits/pensions vouchers (i-movo): magnetic card, text message, or PDF. Cashable in multiples up to £100; multiple vouchers can be cashed subject to branch cash.
Personal & Business banking	All branches	Cash deposit/withdrawal, change, cheque envelope deposits for customers of most UK banks via the Banking Framework.
Cash machines	Selected branches	Over 1,400 free-to-use ATMs at branches.
Bank of England Note exchange	Selected branches	Exchange withdrawn paper notes for equivalent value in current polymer notes.
Travel Money	Selected branches and online	Commission-free currencies. ~3,200 branches offer a range on demand; +1,300 offer Euro & USD on demand; +2,000 offer Euros on demand. Pre-order in selected branches or online for branch collection at every branch or home delivery.
Travel insurance	Selected branches, online and via call centre	Economy, Standard, Premier in selected branches (excluding backpacker). Full range online/phone.

Service	Availability	Description
Travel Money Card	All branches and online	Prepaid multi-currency card (up to 22 currencies incl. EUR, USD, GBP). App for freeze/top up/balances; wallet support. Buy or top up in any branch.
Western Union	Selected branches	International money transfers to 200+ countries for account deposit or cash collection (4,000+ branches).
Postal Orders	All branches	Send £0.50–£250 without a bank account.
E-Top Up	All branches	Top up mobile across major networks; also digital gift card top-ups (e.g., Amazon, PlayStation).
E-Sims	Online only	Third-party travel eSIM (epay) to buy data abroad and save on roaming.
Transport	Selected branches	Apply for discount/concessionary travel cards for TfL and Scottish National Entitlement Card (available within relevant catchment areas in London/Scotland).
Bill payments	All branches	Pay barcoded bills (utilities, water, phone, council rent, mail order, insurance). Payzone-owned network provides ~22,000 combined over-the-counter locations. Energy top-ups: charge keys/cards and PAYG smart meters; replacements for selected suppliers; mobile phone top-ups.
Payout	All branches	Barcoded vouchers (on behalf of Gov/local authorities/ charities/energy firms) redeemed for cash or energy top-ups – supports vulnerable/unbanked/digitally excluded customers.
Banking Hubs	Selected locations	Shared bank branches with counter/automated cash services and rotating community bankers (e.g., different bank per weekday).
Local council services	Local area based	Services on behalf of 300+ local councils: cash collection (rents, rates, council tax, fines, licence fees), payment services (emergency welfare/rebates), form checking, identity verification.
Credit Card	Apply online*	Post Office Credit Card – info in some branches; apply online.
Personal Loans	Apply online	Unsecured personal loans – online only.
Online Saver	Apply online	Easy access savings with unlimited withdrawals.
Online Bond	Apply online	1-3 year fixed-term with guaranteed fixed return.
Online ISA	Apply online	Easy and Fixed rate options available.
Easy Access and Fixed Rate Cash ISA	Apply in branch, online, by phone or post. Selected branches.	Easy Access Cash ISA, Fixed Rate Cash ISA 1 or 2 years available.
Growth Bond	Apply in branch, online, by phone or post. Selected branches.	Fixed term deposit, guaranteed return 1/2/3 years.
Instant Saver	Apply in branch, online, by phone or post. Selected branches.	Easy access online, in branch, by phone, ATM card or post.

Products & Services available at Post Office continued

Financial Services continued

Service	Availability	Description
Motor Insurance	Apply online and via the phone*	Car and van insurance online/phone; also via comparison sites.
Home Insurance	Apply online and via the phone*	Home insurance online/phone; also via comparison sites.
Life Insurance and Over 50s Life cover	Apply online and via the phone*	Available online/phone; branches can introduce both products.
Pet Insurance	Apply online and via the phone*	Available online/phone; branches can introduce the service.

* Information available in some branches.

Bank account services available at Post Office branches

Financial Institution	Cash withdrawal (card+PIN)	Balance enquiry (card+PIN)	Cash deposit (card/barcode/slip – bank dependent)	Cheque deposit (personalised slip + envelope)
Allied Irish Bank (NI and GB)	Yes	Yes	Yes	Yes
Bank of Ireland	Yes	Yes	Yes	Yes
Barclays	Yes	Yes	Yes	Yes
CAF Bank	No	No	Yes	Yes
The Co-operative Bank	Yes	Yes	Yes	Yes
Danske Bank	Yes	Yes	Yes	Yes (N.I only)
DOSH	Yes	Yes	Yes	No
Handelsbanken	Yes	Yes	Yes	No
HSBC incl. First Direct	Yes	Yes	Yes	Yes
Lloyds Banking Group	Yes	Yes	Yes	Yes
Metro (business customers only)	No	No	Yes	Yes
Monzo	No	No	Yes	No
Nationwide Building Society	Yes	Yes	No	No
NatWest Group	Yes	Yes	Yes	Yes
Prepay Technologies Ltd	Yes	No	Yes	No
Reliance Bank	No	No	Yes	No
Santander	Yes	Yes	Yes	Yes
Starling Bank	Yes	Yes	Yes	No
TSB Bank	Yes	Yes	Yes	Yes
Unity Trust Bank	No	No	Yes	No
Virgin Money	Yes	Yes	Yes	Yes (certain accounts only)
Zempler Bank Ltd	Yes	Yes	Yes	No

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