

Dan Norris MP

Post Office Survey, Spring 2009 Analysis of initial survey findings

1. On average, how often do you use a post office?

	%
Daily:	16.3
Once a week:	47.7
2 or 3 times a month:	23.2
Once a month:	8.4
Less than once a month:	2.6
Very rarely:	1.2
Never:	0.6

2. What do you currently use a post office for? *(Tick all that apply)*

	%
Post	95.1
Renew Car Tax	63.6
Post Office card account	44.1
Renew Passport	40.4
Collect pensions and other benefits	42.2
Other	29.0

3. The following real-life example from North East Somerset shows the potential of post offices to perhaps be used in new ways in future:

In Paulton, a village centre pharmacy plans to move to a new location next to a brand new GP surgery away from the village centre. Many residents in the heart of Paulton say they would like a village centre pick-up point for prescriptions, so they can still collect medication from a central place. Whilst it would of course be extremely important to ensure such a facility did not lead to prescription drugs getting into the wrong hands, Paulton Post Office might fit the bill, although current legislation would need to be amended to allow this to happen.

Please remember, this is just an example. But do you think this particular idea is worth pursuing?

	%
Yes:	74.1
No:	14.9
Don't Know	11.0

4. Would you like to see more accessible post offices sited in places like supermarkets, libraries, leisure centres, pubs or community halls?

	%
Yes:	45.1
No:	44.2
Don't Know	10.7

Continued over.....

5. Do you think B&NES Council could do more to link up with post offices to provide council services, such as making it easy to pay your council tax there, for example?

	%
Yes:	86.3
No:	5.8
Don't Know	7.9

6. Which of the following services - if they were available in a local post office - do you think people in your community would find useful? (Tick as many as apply)

	%
Paying Council Tax	85.3
Paying parking fines	44.9
Arranging car or travel insurance	56.6
Paying gas or electricity bills	80.5
Finding out more about council services	57.8
Other (see below) *	16.9

*This 'additional comments' opportunity yielded a number of very useful and thoughtful ideas on how to improve post offices.

Many were keen to stress the importance of the local post office, not just for the utility it provides, but also as a social centre for local activity. Along these lines many commented that it would be nice to have **somewhere to sit** in the Post Office, with a large response in favour of a **coffee shop** in the store. Others suggested combining this with an occasional **visit from a financial advisor**, who could give advice to people who have lost a lot of faith in the banks, as well as the post office providing **links to all high street banks**.

Another social service which a number of pensioners seemed keen on was for the post office to **provide more community information** and perhaps even **plan day trips**.

There was also a strong feeling from the responses that people wanted all post offices to provide the same services, in particular services that have been removed, such as the ability to renew a TV licence.

Other comments which appeared occasionally included: **information about recycling** and for the Post office to **sell high quality food and other goods**.

It should be remembered that the above findings have been returned from right across the North East Somerset constituency. In some cases certain branches will already be offering (or planning to offer) some of the services mentioned.

The survey was conducted as hard copy / online survey during the Spring of 2009. Completed surveys continued to be returned although the above findings summarise those collated up to and including 31 May 2009.

Dan Norris MP
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