

DELIVERING PUBLIC SERVICES IN THE DIGITAL AGE



Welcome to the Post Office

THE POST OFFICE IS UNDERTAKING THE LARGEST INVESTMENT PROGRAMME IN ITS HISTORY.

The investment means there will be no closure programmes and will benefit communities across the UK by transforming the branch network, offering greater access to public services.

Around half of the UK's 11,500 Post Offices will convert to new style branches over the next three years, offering customers longer opening hours and a brighter more modern environment.

A more modern, sustainable network alongside an unrivalled infrastructure and reputation for trust, makes the Post Office an increasingly attractive channel for public services. The Post Office can meet the needs of Government and local authorities for improved delivery at reduced cost.



Around 4000 new style main branches will retain a dedicated Post Office area in a modern retail environment, and in many cases offer longer opening hours.

Around 2000 local branches will offer Post Office services from the store's retail counters allowing them to offer greatly extended opening hours.



FOR MANY PEOPLE, THEIR LOCAL POST OFFICE IS THE MOST IMPORTANT AND SOMETIMES ONLY PRACTICAL WAY OF ACCESSING VITAL PUBLIC SERVICES.

With more branches than all of the UK's banks combined, the Post Office serves communities right across the UK.

- + 93% of the population live within one mile of a Post Office
- + In deprived urban areas, 99% of the population live within one mile of a Post Office
- + 20 million customers – half the adult population – visit a Post Office branch every week
- + Half of all small and medium-sized enterprises use a Post Office every week



Delivering public services in the digital age

THE POST OFFICE PRESENTS THE PUBLIC WITH A FRIENDLY, FAMILIAR, LOCAL POINT OF CONTACT AND SECURITY FOR THEIR PERSONAL DATA.

Building on a long history of delivering essential government services – including managing more than three million Post Office card accounts for people receiving benefits, state pensions and tax credit payments – the Post Office is ideally positioned as an intermediary between the public and national and local government, offering:

- + Cost effective service delivery
- + A secure IT infrastructure that can work seamlessly with back offices
- + A full front office service for payments, applications, verification, data capture and information
- + A digital gateway for customers who are not online
- + A face to face channel for those transactions that can't be done online

Against a background of tight budget constraints, Government officials are tasked with finding new and effective ways of delivering services at reduced cost.

The Post Office can support this challenge whilst complementing the Government's 'channel shift', 'digital inclusion' and 'social and financial inclusion' agendas.



Delivering public services in the digital age



With an eye on the 8.4 million people in the UK not yet online, Post Office has developed innovative assisted digital kiosks. These allow customers to access a range of forms and applications to print or complete online and submit direct to the relevant department or authority.

Digital support services

For customers who are not online, the Post Office can offer assisted digital services giving direct access to government and local authorities' services, whilst helping customers develop the skills to go online themselves. For those who are already online, the Post Office is there for the elements that need to be conducted face to face such as identity and physical document verification, to support an online transaction with government.

Delivering digital trust

From checking proof of age for young peoples' travel passes, through to capturing biometric images for foreign national visa applications, Post Office is trusted to provide identity and evidence management services for every part of society.

Post Office is partnering and innovating to ensure the success of the 'digital by default' world, by delivering the essential front office services that consumers, businesses and government depend on to build and maintain confidence in the digital journey. Post Office believes it can play a valuable role in supporting key Government programmes such as Universal Credit and Identity Assurance.

Payment services

Post Office can simplify payment services, reduce fraud and support the rationalisation of departmental front offices.

POST OFFICE IS WINNING BUSINESS BASED ON PRICE, ACCESS, SECURITY, CONVENIENCE AND THE CUSTOMER EXPERIENCE.

Trialling new forms of service delivery

The Post Office is working with government departments, agencies and local councils to explore new forms of service delivery that improve accuracy, eliminate fraud and reduce costs.

Post Office branches in Liverpool for example have tested new processes to reduce errors in applications for Tax Credits on behalf of HM Revenue & Customs. Elsewhere, branches have trialled new ways to support National Insurance Number applications, rural sign-on for job-seekers and a document verification pilot for the Pensions Service on behalf of the Department for Work & Pensions (DWP).

Passport check and send service

Over 50% of the UK's 6 million UK Passport applications a year are submitted via the Post Office's Check and Send service available at 2600 branches, greatly reducing the error rates.

Biometric data capture

The Post Office Application, Enrolment and Identity (AEI) unit uses advanced biometric technology to capture fingerprints, electronic signatures and digital facial images. It is used by customers in almost 800 branches to renew photo card driving licences for DVLA and applications for foreign residence permits for UKBA. Since its introduction in 2010, AEI has been used for over one million transactions at Post Office branches.

Application, Enrolment and Identity (AEI) units are widely available across the Post Office network.



Driving change in local services

POST OFFICE BRANCHES PLAY A CRITICAL ROLE IN ENABLING PEOPLE AND COMMUNITIES TO ACCESS KEY SERVICES.

We are working with councils across the country to develop new forms of service delivery, improving access and reducing costs.

In 2011 we ran a year long pilot with Sheffield City Council and local subpostmasters to explore how Post Office branches could become the front office for government in the city. The pilot demonstrated that councils who partner with the Post Office can enhance cost effectiveness and improve accessibility to services for local residents.

“As public services move online, there is a role for Post Offices in the face-to-face transactions for those who can’t or won’t go online or where the transaction involves a face-to-face element.” *

The Post Office has begun exploring strategic partnerships with 25 local councils. Together we are examining opportunities for improving efficiency and effectiveness through asset rationalisation and co-location, regional framework agreements and partnerships with private back-office service providers.

* Strategic Relationships: Post Office sustainability through partnerships, Sheffield City Council, Post Office and National Federation of SubPostmasters 2012.



Westminster City Council

Last year Post Office won a contract with Westminster City Council to provide a range of council services over branch counters: parking permit applications, parking scratch cards and penalty charge notices, casual trader vouchers and commercial waste sacks, as well as council tax and business rate payments.

Westminster Councillor Melvyn Caplan, said:

“This innovative deal with the Post Office will give Westminster residents more choice of where to make their cash or cheque payments across the borough. The fact residents can pay a wide range of services in one spot also increases convenience and efficiency.”

INNOVATIVE, COMPETITIVE, SUCCESSFUL – TODAY'S POST OFFICE®

Make the Post Office your front office

To discuss your requirements please get in touch
with our Front Office for Government team.

Email us at government@postoffice.co.uk
and visit www.postoffice.co.uk/government

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