

Public Document Pack
**COMMUNITY PLANNING PARTNERSHIP
MANAGEMENT COMMITTEE MEETING**

6 June 2007

A meeting of the **CPP MANAGEMENT COMMITTEE** will be held in the **BOARD ROOM, HIE ARGYLL AND THE ISLANDS, THE ENTERPRISE CENTRE, KILMORY INDUSTRIAL ESTATE, LOCHGILPHEAD** on **WEDNESDAY, 13 JUNE 2007 at 10:30 AM.**

AGENDA

- 1. WELCOME/APOLOGIES**
- 2. MINUTES**
CPP Management Committee 18 April 2007 (Pages 1 - 6)
- 3. MATTERS ARISING – included on agenda**
- 4. (a) Community Plan 2007-2017 update – final draft Plan (Eileen Wilson)**
(b) CPP BIENNIAL CONFERENCE - 15 JUNE 2007 – Discuss Final Arrangements (Eileen Wilson)
- 5. DTI CONSULTATION ON POST OFFICE NETWORK (Ref Minutes of 7 February 2007)**
Announcements from John Swinney, Cabinet Secretary for Finance and Sustainable Growth, and Alistair Darling, Secretary of State for Trade and Industry together with the DTI response (Pages 7 - 62)
- 6. CITIZENS' PANEL (Ref Minutes of 15 June 2006) (Eileen Wilson)**
- 7. INTERREG NORTHERN IRELAND/SCOTLAND**
Report from Jane Fowler (Mary Louise MacQuarrie) (Pages 63 - 66)
- 8. EQUALITIES TOOLKIT**
Report by Jennifer Swanson, Policy Officer - Strategy (Pages 67 - 68)
- 9. ENGAGING CHILDREN AND YOUNG PEOPLE IN COMMUNITY PLANNING (Ref Minutes of 7 February 2007)**
Report by Roanna Taylor, Young Scot/Dialogue Youth Co-ordinator (Eileen Wilson) (Pages 69 - 70)
- 10. HI-ARTS DEVELOPMENT WORK IN ARGYLL**
Report by John Saich, Hi-Arts (Pages 71 - 72)

11. COMMUNITY PLANNING ISSUES

(a) Update on CPP Priorities

- (i) Health and Wellbeing Group** (Pages 73 – 76)
- (ii) Argyll and the Islands Economic Forum**
(Sue Gledhill) (Pages 77 – 78)
- (iii) Dunbartonshire Economic Forum – no report**
- (iv) Strategic Housing and Communities Forum – verbal update**
(Malcolm MacFadyen)

(b) Bute and Cowal Local Community Planning Partnership (Shirley MacLeod) (Pages 79 - 80)

(c) Initiative at the Edge

- **Isle of Jura report from Deborah Bryce** (Pages 81 – 84)
- **Isle of Coll report from Fiona Carswell** (Pages 85 - 88)

12. AOCB

13. DATE OF NEXT MEETING: Wednesday 8 August 2007 – Discuss Venue

Note: The Funding Hub will meet on conclusion of the Management Committee meeting (Arlene Cullum)

**MINUTES of MEETING of CPP MANAGEMENT COMMITTEE held in the NHS BOARD
ROOM, AROS, HOSPITAL ROAD, LOCHGILPHEAD
on Wednesday, 18th April 2007**

Present: Andrew Campbell, SNH (Chair)
Aileen Edwards, Scottish Enterprise
Bill Dundas, SEERAD
Brian Barker, Argyll and Bute Council
David Dowie, Communities Scotland
David Penman, Strathclyde Fire and Rescue
Elaine Garman, NHS Highland
Fiona Ritchie, NHS Highland
Geoff Calvert, Strathclyde Fire and Rescue
James McLellan, Argyll and Bute Council
Kevin O'Hare, Scottish Water
Malcolm MacFadyen, Argyll and Bute Council
Muriel Kupris, Argyll and Bute Council
Peter Minshall, CVS, Argyll
Raymond Park, Strathclyde Police
Sue Gledhill, HIE Argyll and the Islands
Peter Wotherspoon, Initiative at the Edge, Jura

In Attendance: Nick Allan, Argyll and Bute Council

Apologies: Eileen Wilson, Argyll and Bute Community Planning Partnership[
Hugh Donaldson, Initiative at the Edge
Donald MacVicar, Argyll and Bute Council
Jane Fowler, Argyll and Bute Council
Julian Hankinson, Association of Community Councils in Argyll and Bute

1. WELCOME AND INTRODUCTIONS

Andrew Campbell welcomed everyone to the meeting and in particular welcomed Peter Wotherspoon to his first meeting of the Management Committee.

2. MINUTES OF PREVIOUS MANAGEMENT COMMITTEE MEETING

The Minutes of the meeting of 7th February were accepted as an accurate record, subject to the following amendment:

Page 6: Item 8(c) – the second sentence in the second paragraph to read – “Most projects on Jura are doing quite well although the fast passenger ferry may not go ahead this year until funding is secured for the revenue. Initiative at the Edge are sourcing potential funders in order to fund three months’ revenue which would help to show the need and develop the longer term sustainability.”

3. MATTERS ARISING

(a) Community Regeneration Outcome Agreement – Stocktake Feedback

Reference minutes of last meeting, Muriel Kupris reported on Regeneration Outcome Agreement – Community Regeneration Funding, copies having previously

been circulated.

It was noted that Patricia McCrossan would be leaving the Argyll and Bute area to join the Community Planning Partnership in Easterhouse and it was agreed that Andrew Campbell would write to Tricia.

Action note: (1) Muriel Kupris to report back to Management Committee on 8 August 2007

(2) Andrew Campbell to write to Patricia McCrossan

(b) Local Economic Forums

Reference minutes of last meeting and the discussion in regard to training young people in the construction industry, Sue Gledhill reported regarding skills training mainly carried out through schools. As support for trainees, working to identify the number of apprenticeship places available.

4. MINUTES OF COMMUNITY PLANNING PARTNERSHIP MEETING HELD ON 2ND MARCH 2007

There were no actions from meeting of Community Planning Partnership held on 2nd March 2007.

5. CAPITAL DEVELOPMENT PARTNERSHIPS

Reference minutes of meeting held on 6th December 2007, there was submitted, copies having previously been circulated, report by Argyll and Bute Council's Head of Transportation and Infrastructure recommending that the Management Committee agrees to the establishment of the Argyll and Bute Public Sector Asset Development Group, under the initial direction of the Council's Director of Development Services, which would be tasked with setting out its draft terms of reference and operating proposals for submission to a future meeting of the Management Committee for approval.

Nick Allan pointed out the importance of adopting a joint strategic approach to asset management planning within the Partnership. The meeting discussed the personnel implications.

Action note: The Asset Development Group to report back

6. THE COMMUNITY PLAN 2007-2012

The Management Committee considered the draft outline of the Community Plan 2007-2012, copies of which had previously been circulated.

The meeting discussed various sections of the Plan and agreed to feed back comments to Eileen Wilson, with completion of the Action Plan by June 2007.

Action note: All to feedback comments on Draft Plan to Eileen Wilson

7. BIENNIAL CONFERENCE – 15 JUNE 2007

The management committee noted the update on preparations for the Biennial Conference provided by the Community Planning Manager, copies of which had previously been circulated.

It was noted that keynote speakers had been invited and that the topics were chosen to demonstrate partnership working with groups and organisations.

8. WORKING IN HEALTH IN ARGYLL AND BUTE

There had previously been circulated report by Argyll and Bute CHP on working in health in Argyll and Bute.

The management committee noted the work undertaken by the Working in Health Project Team in Argyll and Bute and agree further joint work within CPP partners to bring added value to the scheme.

9. DEVELOPING AN H.R. STRATEGY

There had previously been circulated statement by the Chief Executive of Argyll and Bute Council on a proposed H.R. strategy for the information of partners and which was a work in progress. This was well received by partners who agreed to support.

Action note: Future report back to Management Committee

10. SPENDING REVIEW PRIORITIES 2007 – INPUT FROM COMMUNITY PLANNING PARTNERSHIPS

There was previously circulated letter dated 12th March 2007 from the Scottish Executive, inviting Community Planning Partnership to contribute to the Spending Review process and after discussion on the suggested response prepared by Eileen Wilson, copies also having been circulated, it was agreed that Eileen would reply to the Scottish Executive adding a comment from Andrew on the need for Executive departments to reflect rural development policies within their plans and actions.

Action note: Community Planning Manager to reply to Scottish Executive

11. REPORT ON SCVO FACILITATED DAY WITH CVS NETWORK

The management committee noted the report which had previously been circulated by Eileen Wilson, Community Planning Manager, in regard to the SCVO Voluntary Sector Discussion Day held on 19th February 2007.

12. COMMUNITY PLANNING ISSUES

(a) Update on CPP priorities

(i) Health and Wellbeing Group

Elaine Garman updated the management committee on the activities of the Health and Wellbeing Group, copy report having previously been circulated.

(ii) Argyll and the Islands Economic Forum

No report was submitted on the activities of the Argyll and the Islands Economic Forum.

(iii) Dunbartonshire Economic Forum

Aileen Edwards updated the management committee on the activities of the Dunbartonshire Economic Forum.

(iv) Strategic Housing and Communities Forum

Malcolm MacFadyen updated the management committee on the activities of the Strategic Housing and Communities Forum, copies having previously been circulated. The Draft Annual Report, which it was proposed be produced at the end of June each year, would be considered at the next meeting of the Forum.

David Dowie advised there would be additional funding from Communities Scotland. Malcolm confirmed this would be a significant benefit to Argyll and Bute and Andrew conveyed the committee's thanks to David.

(b) Bute and Cowal Local Community Planning Partnership

No report submitted.

(c) Initiative at the Edge

(i) Isle of Jura

The updates from the island of Jura, copies having previously been circulated, were noted.

Peter Wotherspoon updated the management committee on various matters, including latE's re-applying for failed transport grant.

(ii) Isle of Coll

There was no update received from the island of Coll Development Officer.

Andrew updated the meeting regarding a conference he had recently attended and in regard to Big Lottery Fund application for the Hall.

(iii) Outcomes of National Steering Group Meeting

The National Steering Group had met in March about future of Initiative at the Edge and Community Planning Manager would write to Partners with indicators for reporting to next meeting of Management Committee.

Action note: Eileen Wilson to write to Partners and Report to next meeting on 13th June 2007

13. ANY OTHER COMPETENT BUSINESS

(a) INTERREG Northern Ireland/Scotland

On the matter being raised by Andrew Campbell, it was agreed that Jane Fowler, the Argyll and Bute Council's European Manager, would report to the next meeting on the development of projects for submission to the development of Northern Ireland-Scotland Cross Border InterReg Programmes.

Action note: Jane Fowler to report to next meeting on 13th June 2007

14. DATE OF NEXT MEETING

It was noted that the next meeting would be held on Wednesday, 13th June 2007 at 10.30 a.m., venue to be confirmed.

Note: A meeting of the Funding Hub will follow each Management Committee, at approximately 12.30 p.m.

This page is intentionally left blank

News

You are here: [News](#) > [Extras](#) > [Statement about future of the Post Office network](#)

Extra

Statement about future of the Post Office network

**Cabinet Secretary for Finance & Sustainable Growth****John Swinney**

Scottish Parliament

May 23, 2007

I would like to take this opportunity to make a statement about the UK Government's announcement on the future of the Post Office network, following the DTI's public consultation.

This consultation drew a massive response from the public - over 2,500 responses. The fact that 467 responses came from Scotland alone - nearly 20 per cent of the total - bears witness to the huge significance of the issue to communities the length and breadth of our country.

On May 17 Alistair Darling announced that the UK Government's original proposals had survived more or less intact:

- The UK Government will support the closure of up to 2,500 post offices across the UK
- Post Office Limited will have to abide by certain access criteria when drawing up local plans for local networks

We have seen the reaction. The Scottish Government knows - and individual stories in the immediate press coverage tell us - that post offices play a vital part in the life of our communities. Post offices can provide a social glue in rural areas and much needed social support in deprived areas. And of course they have a crucial role to play in supporting small businesses, which rely on their proximity to enable them to serve markets throughout the country and beyond. There is little point in having access to high speed broadband and internet provision if orders placed online cannot be fulfilled quickly and efficiently.

The provision of postal services is, however, a reserved issue, which lies within the province of the UK Government under the current terms of the devolution settlement. This means that while we feel the impact keenly and understand only too well the issues on the ground in Scotland, the Scottish Government has limited scope for independent action within the terms of the current Scotland Act. The post office issue is just one further illustration of the weaknesses of the current settlement. I want to tell Parliament what the Scottish Government will be doing within this context to address this important issue.

The UK Government's proposals are designed to create a more sustainable postal network. I very much hope this is the outcome of the Department of Trade and Industry's strategy. We welcome the offer of financial help to sub-postmasters and mistresses who find themselves unable to run viable businesses and want to retire from their positions with dignity and security. These individuals must be given the opportunity to decide with some privacy - what they want to do in the future. And I want to take the opportunity to pay tribute to the public service which the individuals who run sub-post offices give, day in, day out, to the community, particularly to the old and infirm, those members of our society who may have difficulty in accessing services and cash without supportive human intervention. They deserve our thanks and our support.

Everyone would, I think, agree that the present situation, with losses of £4 million per week, is very serious. I have some sympathy with the predicament in which Alistair Darling finds himself, struggling to repair the damage inflicted by the policies of the very government which he represents. I shall resist the temptation to undertake a detailed post mortem of how far the withdrawal of UK Government and BBC business has contributed to the decline of the post office network, but I hope that this experience will provide a salutary reminder of the need for government to take a holistic long-term view of its strategic approach to public service delivery.

Across the board, we need to see a greater realisation that unbridled competition in markets is not always the best way of securing the universal service provision on which our public services and utilities were historically founded. Looking back to the years of the Thatcherite privatisations, and the experience of real competitive pressures in previously protected markets, we must all recognise that service delivery has improved when previous monopolies have been

broken up. But if we are to deny previous monopoly providers the opportunity to cross-subsidise service provision in our remote islands or deprived urban areas, we run the risk of undermining some fundamental building blocks in the infrastructure of our communities, and that is what we must guard against in the future of the post office network.

Before turning more specifically to the future shape of the post office network in Scotland, let me also alert Parliament to the fact that Postcomm - the postal services regulator established by the UK Government - is presently considering changes of potentially far reaching significance in the postal market, which could have a significant impact in our remoter rural and island areas. Royal Mail has applied to Postcomm to introduce geographically varied prices for some of the company's bulk mail products. No decision has been made yet, but, if allowed, '[zonal pricing](http://www.psc.gov.uk/royal-mail-standards-and-prices/zonal-pricing.html)' <http://www.psc.gov.uk/royal-mail-standards-and-prices/zonal-pricing.html> would see a higher cost to business of sending bulk mail to the Highlands & Islands. I think we all need to guard against sleep-walking into a position where we bridge the so-called digital divide but leave isolated communities at a disadvantage when it comes to participating to the full in Scotland's economic and business life.

Let me now turn to the UK Government's proposals for the future post office network. What will happen now is that Post Office Limited will be shaping the network within defined access criteria. There will be 50-60 area proposals for local public consultation. These proposals will be developed in consultation with Postwatch, sub-postmasters and local authorities.

Local consultation will be absolutely critical. This Government will be taking the view that Community Planning Partnerships have a pivotal role to perform in shaping future services in their areas. The design of the Post Office network in fragile areas seems to me to be a prime example of where Community Planning Partnerships can play a part in this role. I therefore urge all MSPs and Local Authorities to take an active part in helping to shape the future network in their local areas. It will be vital to move speedily, because UK Ministers are allowing only 6 weeks for such local consultation once individual area plans are published. I regret the fact that they were not prepared to take the sound advice offered to them from many quarters that real community participation demanded a doubling of that consultation period.

When Members and their constituents see the local plan, it is essential that they scrutinise the application of the criteria. There is a framework of minimum criteria:

- Nationally, 99% of the UK population is to be within 3 miles and 90% of the population to be within 1 mile of their nearest post office outlet
- 99% of the total population in deprived urban areas across the UK is to be within 1 mile of their nearest post office outlet
- 95% of the total urban population across the UK is to be within 1 mile of their nearest post office outlet
- 95% of the total rural population across the UK is to be within 3 miles of their nearest post office outlet

And in each postcode district, 95% of the population of the postcode district is to be within 6 miles of their nearest post office outlet.

And in applying the new criteria, Post Office Limited will have to apply common sense. Account has to be taken of geographical constraints such as rivers, mountains, valleys and ferry crossings to and from islands. Most importantly, Post Office Limited will have to have regard to socio-economic factors such as the availability of public transport, alternative access to key post office services, local demographics and the impact on local economies when drawing up area plans. It is essential that at local level these criteria are applied with common sense. And the Scottish Government will take a close interest in this appraisal.

The important issue, of course, is what impact applying these criteria will have in individual communities and for individual sub-postmasters and mistresses. That is a position that will only become clear over time. There are currently 1651 post offices in Scotland, some 1093 in rural and 558 in urban areas. Inevitably a proportion of the closures will occur here. Closures at local level will be discussed through consultation on Post Office Limited plans. We must all ensure locally that lessons have been learned from the Urban Reinvention programme. We must ensure that local consultation is meaningful.

The access criteria are being measured at a UK level. The Scottish Government thinks that Scotland may face more closures than it would have if the criteria were measured at a Scottish level. I very much regret that the previous Administration's representations on this issue were not taken on board. The point was that the criteria should be met for each of the four home nations to ensure equity of treatment. So I repeat, MSPs and local authorities must play an active part in local consultation.

But there is some good news. The 37 Scottish post code districts which were previously not protected by the new access criteria - out of 38 for the whole of the UK - have now been given that protection. These areas are mainly in the Highlands but MSPs can find a map of the areas on the Executive's website or my office will be happy to arrange for the list to be supplied. Inclusion in the restructuring provisions means that there will be a need for new postal outlets to be provided in these areas to meet the new access criteria.

I welcome the more beneficial access criteria for deprived and vulnerable communities, where local post offices offer particular social benefits and can often act as an anchor for other key businesses. On the face of it, this criteria kicks in

for **the** most deprived areas - the 15% most deprived - and is consistent with our existing approach to tackling deprivation in Scotland. But the proposed 15% coverage of deprived areas in Scotland appears to offer us less beneficial terms than some other parts of the UK (where 30% coverage is provided for Wales and Northern Ireland). I am keen to ensure equity of treatment and have asked our officials to analyse the basis of DTI's announcement. I accept that there are different geographies used to measure relative deprivation across the four nations but if this work identifies inequalities in the UK context we will raise these urgently with the DTI to ensure the best possible terms for Scotland.

For the Scottish Government's part, we will work hard to get the best deal for Scotland that we can. To that end, I shall want to ensure that we engage closely with Post Office Management to have a clear understanding of the rules of engagement. I have already spoken with the Royal Mail Group to discuss their approach to these matters and I will be meeting them soon. I look forward to the opportunity of this meeting to ensure that the public interest is borne fully in mind and that we ensure real local involvement in the process. I welcome the constructive role which Postwatch, the consumer representative body, can play in ensuring that the forthcoming local consultation process is both genuine and productive. We all share a common interest in its success.

We will continue to help sub postmasters and mistresses to improve their business awareness through the Business Gateway.

Other work can be done locally. DTI say they want to encourage community ownership. Post Office Limited is to work with interested parties to encourage expansion. MSPs can help here too by raising awareness.

I will also be having discussions, along with Local Authorities and other public service providers, on the opportunities that exist to co-locate post offices with other public sector bodies. I think there are opportunities to ensure a comprehensive range of post offices can be established as part of an integrated and cohesive network of access points to public services. This is a key opportunity for Community Planning Partnerships to be fully engaged in the process of service design.

In my own constituency, Tayside Police use Birnam post office as a first point of contact in the local community. There have been a number of similar co - locations in Fife that have borne positive results. In other areas I have seen excellent public service access points that involve a range of public service providers. I want to signal my encouragement today to local authorities and other providers to become involved in using this innovative approach to extend the range of post office coverage throughout Scotland.

We want early discussion with the Royal Mail Group to be sure they understand Scotland's perspective before Post Office Limited start the exercise. We recognise that people are living their lives in very different ways and that post offices, like all organisations that deliver public services, need to adapt to ensure they continue to be relevant to the communities they serve.

We are already encouraging all our public services to collaborate and co-locate to ensure efficiency and, as far as we can, protect local access. The Post Office service should do the same, and we are willing to explore ways in which our local agencies can work with them to retain the lifeline services for communities which the Post Office provides.

The Executive will do its best within its limited powers to secure a good outcome. We all want a sustainable postal network which meets Scottish needs and is fit to take us forward into the 21st Century.

News Archive [<http://www.scotland.gov.uk/News/Archive>]

This page is intentionally left blank

Statement on the Post Office

The Rt. Hon. Alistair Darling MP, Secretary of State for Trade and Industry

House of Commons, 17 May 2007



With your permission Mr Speaker I should like to make a statement on the Post Office.

Last December I published the Government's proposals on the future of the Post Office network. We then consulted and received more than 2,500 responses.

I am today publishing the government's final proposals and can now set out how we intend to proceed.

Copies of the Government's response to the consultation and our response to the Trade and Industry's Select Committee's report are available from the Vote Office.

Post Offices play an important social and economic role in the communities they serve and the Government is determined to maintain a national post office network allowing people to have reasonable access across the whole country.

New technology and changing lifestyles and wider choice of ways of getting services mean that people are using post offices less. The network's losses are now running at almost £4 million a week – double what it was two years ago. And that will increase further unless action is taken to make the network more sustainable.

As the National Federation of Sub-Postmasters and others have recognised, the present network is unsustainable, which is why change is needed.

Mr Speaker, without continuing public support, a purely commercial Post Office would see fewer than 4,000 branches.

That cannot be allowed to happen which is why the Government is providing substantial financial support to maintain a national network.

Although the proposals I am confirming today will see the closure of about 2,500 branches the remaining Post Office network will still be larger than all the UK's banks and building societies put together.

Because we want to maintain a national network, we are putting in place rules that provide for reasonable access across the whole country.

We will give Post Office Ltd the ability to shape the network for the future with clearly defined access criteria to ensure that the right post offices are in the right place to maximise their business.

The rules governing access are set out in detail in the response we are publishing today and will guarantee reasonable access in both urban and rural areas with additional protection for more deprived urban areas and some of the more remote rural areas.

Now people were understandably concerned that these changes should be implemented in a sensible way.

So in addition, taking into account obvious obstacles such as rivers or motorways, the Post Office in putting forward their proposals will also consider the availability of public transport and alternative access to key post office services and the impact on local economies. They will have to demonstrate how these factors have been considered in each local consultation.

Most respondents welcomed the proposal to extend outreach arrangements to provide postal services to small and remote communities. The Government will therefore ensure that 500 new outreach locations will be provided building on the success of mobile post offices and postal services provided in village halls, community centres or even pubs. In some areas they will be able to deliver services to people's homes.

We also want to encourage community ownership. There are already some 150 thriving community owned shops, many of which already incorporate post offices. It's clear from the comments received that there is widespread interest and Post Office will work with

We also want the Post Office to work with Credit Unions to develop services further.

Key to ensuring the success of the Post Office is to encourage their greater use.

The Post Office will be given every opportunity to pursue Government business and the network changes will put it on a stronger footing to do so.

We will encourage the Post Office to look at further scope for co-locating with other community services including local government services.

Councils will be involved in the proposed changes to the network and that should provide an opportunity to explore ways for them to play a greater role in future in deciding how best to provide post office services to the public.

In addition to that the Post Office wants to expand its financial services – it's already the leading supplier of foreign currency exchange and has recently increased the availability of its Euro on demand service to 6,500 branches.

They are the third largest provider of travel insurance, they insure 1 in 50 cars on the road and last year 1 in every 25 credit cards were issued by the Post Office. And the Instant Saver Account, introduced in April 2006, has 175,000 accounts with deposits of £1.8 billion.

In addition, cash will be available through some 4,000 free to use ATMs being introduced at branches across the network. PayStation terminals are also now in 7,500 post offices. All these measures should encourage more use of post offices.

The current Post Office Card Account contract ends in March 2010. As the House is aware, the Government has decided that a new account will succeed it after 2010. It will be available nationally and customers will be eligible for the account on the same basis as they are now.

I can confirm that the Department of Work and Pensions will today invite tenders for a successor to the Post Office card account to be available nationally and customers will be eligible for the account on the same basis as they are now.

Customers using that successor product should be able to get their cash at ATMs as well as across the counter.

It is our aim that the opening of the new accounts will be streamlined and made a simpler process for customers.

The Government remains committed to allowing people to get their pension or benefit in cash at the post office if they choose to do so, and there is a range of accounts available at the Post Office which make that possible, including the Post Office Card Account.

The Post Office is determined to increase its range of products and business. I can tell the House today that the Post Office will be launching a broadband service later this year in partnership with BT. This will enable it to become a key player in the broadband-based services market – offering post office broadband more services to the public.

Mr Speaker, the Government has invested £2 billion since 1999 to support the network. Subject to state aid approval we will now provide a further £1.7 billion up to 2011, including support of up to £150 million a year for the social network. Beyond that there will be a continued need for public funding of the social network.

Mr Speaker, where it makes sense the Post Office will accommodate the wishes of those who want to leave and the Post Office and the National Federation have now come to an agreement over how the compensation package will be administered.

These measures are complemented by steps that the Post Office is taking to modernise the commercial network returning the Crown Offices to profitability and providing new products.

Mr Speaker, as I told the House last year, of the 14,000 post offices in the UK, only the 458 Crown Post Offices are owned by the Post Office. And the Post Office has to address the huge losses in this part of the network - £70 million last year alone.

The network has always relied on other businesses to complement the postal business. So, in order to keep open as many post offices as possible, they have entered into an agreement with WH Smith to transfer 70 Crown post offices into their shops. This will ensure that these Post Offices stay open.

Mr Speaker, the changes I am outlining today will be implemented over an 18 month period from this summer.

In order to manage the process, there will be around 50-60 area proposals based mostly on groupings of parliamentary constituencies. But the Post Office and Postwatch will be able to adopt different approaches where it would be better to do so.

In developing their proposals for public consultation, the Post Office will develop plans together in consultation with Postwatch, sub-postmasters and local authorities. Rt Honourable and Honourable members will be given advance notice of area proposals in line with the arrangements used in the urban programme three years ago.

That will be followed by each plan being subject to a six week public consultation providing people with an opportunity to give their views. After the consultation Postwatch will consider the responses and specific issues raised. There is also provision for further discussions and review by the Post Office and Postwatch before final decisions are reached.

Final closure decisions will be made by Post Office Ltd.

I said last year that we wanted to give local authorities and devolved administrations a greater say in shaping the network in the future.

We will therefore work with them to consider how we can best make this happen.

Mr Speaker, the majority of people in this country want us to maintain a national network of post offices.

I believe the proposals set out today will do that and I commend these proposals to the House.

This page is intentionally left blank

dti

THE POST OFFICE NETWORK

Government response
to public consultation

MAY 2007

Contents

| | |
|--|----|
| Executive Summary | 2 |
| Section 1: Introduction | 5 |
| Background | 5 |
| Consultation Process | 6 |
| Analysis of Themes | 7 |
| Section 2: Summary of Responses to Questions 1-7 | 9 |
| Summary of Views and Comments | 9 |
| Government Decisions | |
| Section 3: Next Steps | 28 |
| Annex A: List of Respondents | 30 |

Executive Summary

Post offices play an important social and economic role in the communities they serve. But with new technology, changing lifestyles and a wider choice of ways of accessing services, people are visiting post offices less. The network's losses rose from about £2 million a week in 2005 to almost £4 million a week last year and are likely to increase further unless action is taken to make the network more sustainable.

However, the Government remains committed to maintaining a post office network with national coverage and is putting in place a new policy and financial framework to achieve this. On 14 December 2006, the Government initiated a 12 week public consultation on a range of proposed measures, underpinned by the investment of up to £1.7 billion, to modernise and reshape the network and to put it on a stable footing.

We received over 2,500 responses, more details of which are provided in section 1 of this document and in Annex A. This document summarises the responses to the seven specific questions posed in the consultation document together with wider comments on the post office network and its future role and direction. It also sets out the Government's decisions in the light of the consultation.

In particular the Government has decided (subject to EC state aid clearance) to provide total funding of up to £1.7 billion to 2011 to support the necessary changes to the network to put it on a more stable footing and to provide continuing support for the social network.

We will introduce a new framework of minimum access criteria to maintain a national network of post offices and, in particular, to protect vulnerable consumers in deprived urban, rural and remote areas:

- Nationally, 99% of the UK population to be within 3 miles and 90% of the population to be within 1 mile of their nearest post office outlet.
- 99% of the total population in deprived urban areas across the UK to be within 1 mile of their nearest post office outlet.

- 95% of the total urban population across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total rural population across the UK to be within 3 miles of their nearest post office outlet.

In addition for each individual postcode district:

- 95% of the population of the postcode district to be within 6 miles of their nearest post office outlet.

In applying these criteria, Post Office Ltd will be required to take into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands to avoid undue hardship.

Post Office Ltd will also consider the availability of public transport and alternative access to key services, local demographics and the impact on local economies when drawing up area plans.

Post Office Ltd will be required to ensure that, by the end of local area plan implementation, in every postcode district, without exception, 95% of the population will be within 6 miles of their nearest post office outlet.

The Government funding will support strategic changes to the network with up to 2,500 compensated closures within the access criteria framework above. The Government expects that Post Office Ltd will implement this over an 18 month period from summer 2007. Post Office Ltd will be establishing new Outreach locations to provide access to services and Government will provide support for about 500 of these to mitigate the impact of the compensated closures.

A new account will be introduced to succeed the Post Office card account, available nationally and on the same basis of eligibility as now. The Government will be tendering for this service in accordance with EU rules.

Post Office Ltd will draw up area plans for closures and other changes in service provision within the framework above. Post Office Ltd will be initiating this process immediately and will in due course seek information and input from relevant parties including Postwatch, subpostmasters and local authorities as area plan proposals are developed for local public consultation.

Nationally, there will be around 50-60 area plans, based predominantly on groupings of parliamentary constituencies but allowing Post Office Ltd and Postwatch the flexibility to establish different boundaries where local considerations dictate otherwise.

Individual local area plans will each be subject to a 6 week public consultation. The role of Postwatch and local authorities in the development of proposals for, and local consultation on, closures and other changes in service provision is set out in a Memorandum of Understanding signed by Post Office Ltd and Postwatch and described in more detail below. In drawing up this Memorandum of Understanding, Post Office Ltd and Postwatch have drawn extensively on the lessons learned from the Urban Reinvention programme.

This process will also allow an opportunity both to assess how local authorities can better engage with Post Office Ltd to channel more business through post offices to help strengthen their viability and also to explore the scope for co-hosting or co-locating post office services with local authority facilities under the network change programme or more widely in establishing Outreach services.

We will be working on proposals for devolving greater responsibility after 2011 for decisions on post office service provision to a local level and for providing greater flexibility for local funding decisions.

Section 1:

Introduction

Background

Post offices face a long-term challenge. Developments in technology and service delivery channels – such as online services, e-mail, telephone and Internet banking and retail services – enable people increasingly to make choices as to how they communicate and do business. Cumulatively the impact of these wider options is becoming substantial. Some four million fewer people are using their post office each week than two years ago. The network losses each week have risen from £2 million in 2005-06 to £4 million in the 2006-07 financial year. Against this background, the National Federation of Subpostmasters has recognised that the current size of the network of over 14,000 offices is unsustainable and the House of Commons Trade and Industry Committee has acknowledged that many witnesses giving evidence to them also believe that the network is unsustainable.

Post offices provide key services in villages, towns and cities across the country and play an important social role in addition to their economic value. In recognition of this, the Government has invested £2 billion since 1999 to support the network and has confirmed that it will continue to make financial support available. On 14 December 2006 it put forward for public consultation its proposed future strategy for the post office network based on a funding package of up to £1.7 billion to 2011 to maintain a national network and to help Post Office Ltd make necessary changes to transform the network and put it on a stable footing for the future.

The Government's future strategy and funding package, together with the introduction of access criteria, recognise the social and economic role of post offices and also reflect its commitment to safeguard sustainable communities and to provide Post Office Ltd with a flexible framework to respond to new developments. The Government is committed to working with councils, agencies and local people and recognises the value that post offices add to local communities. It will provide continuing support of up to £150million per annum for the social network for the period until 2011. Together with the

introduction of Outreach and support for community-run post offices, this will ensure that a national network with national coverage remains viable.

Beyond 2011, there will be continued need for public support of the social network. The access criteria set out in this document will provide a framework to ensure a national post office network with particular safeguards to protect vulnerable consumers in deprived urban and rural and remote areas. The criteria also provide a framework within which Post Office Ltd will be expected to respond to and make provision for new and developing communities

This package of Government measures is complemented by the steps that Post Office Ltd is taking to modernise the commercial network, restoring the Crown offices to profitability, investing in new product offerings and looking at innovative ways of delivering services that people need more cost effectively.

Changes to the size of the network are necessary but measures to protect vulnerable communities will be put in place. In addition to access criteria, there will be a significant expansion of Outreach services provided by subpostmasters to nearby small communities.

Collectively the Government's proposals are designed to deliver a national network on a stable footing.

Consultation Process

The Government's public consultation on its strategy proposals for the network ran for 12 weeks from 14 December 2006 until 8 March 2007.

The consultation generated over 2,500 responses from individuals and from organisations and representative bodies at both local and national levels. The responses from many organisations and representative bodies reflected views and comments submitted by their members or allied groups.

In March the Trade and Industry Committee also issued its report 'Stamp of Approval? Restructuring the Post Office Network' following its inquiry.

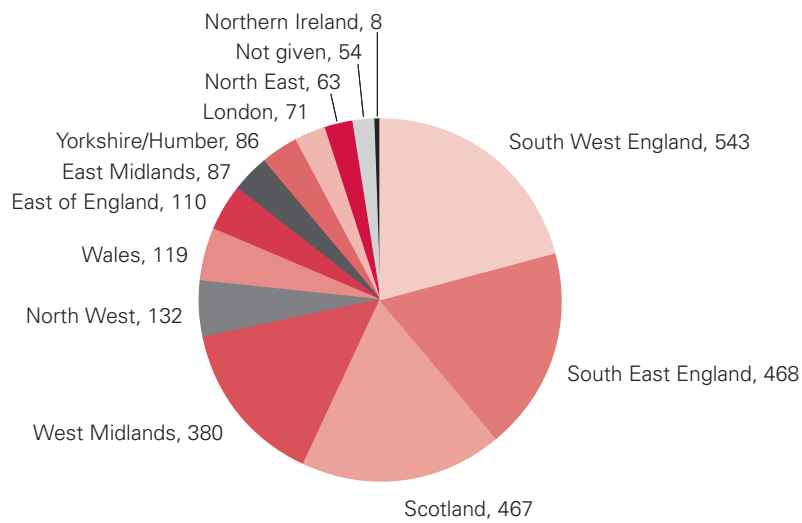
During the consultation period and before it, Ministers and officials also had extensive contacts with key interested parties, including Postwatch and its Counters Advisory Group (with its wide range of customer representative bodies), Postcomm, the Commission for Rural Communities (and at specifically convened focus group meetings in rural locations) and the National Federation of Subpostmasters (at Executive Council and Branch meetings).

Many Members of Parliament have contributed to parliamentary debates on post office network issues and there has been a series of interdepartmental working group meetings. All of these events and contacts provided valuable insights and views on the issues facing the post office network and the role of post offices in the communities they serve.

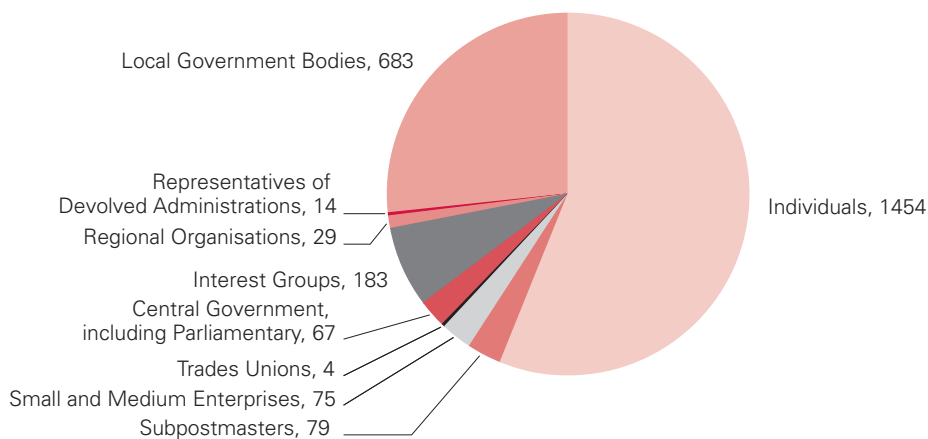
All of these contributions have been reviewed and assessed for the views and concerns expressed, proposals put forward, conclusions drawn and

recommendations made. They have been helpful in informing and shaping the Government's final decisions.

Responses by Country/English Region



Breakdown of Respondents by Type



Analysis of Themes

There has been widespread recognition of the scale of the problems the network faces, the need for action to put the network onto a more stable footing and general support for, or acceptance of, the following key strands of the Government's proposed strategy:

- its recognition of the importance of the social and economic role of post offices
- its recognition of the need for continued subsidy to support those parts of the network that can never be commercial but which provide key services in rural and deprived urban communities;

- the introduction of access criteria to maintain a national network and to protect vulnerable consumers;
- the commitment to a very substantial funding package
- the commitment to a successor to the Post Office card account beyond 2010 and
- the use of Outreach services to mitigate the impact of closures.

On more specific aspects, many responses focused on:

- the definition of the social and economic role of post offices,
- a breakdown of the funding package,
- the future sustainability of the network;
- how future attrition can be mitigated,
- the range of factors to be considered in conjunction with access criteria in proposing closures and other changes in service provision, and
- the length of the local consultation period and of the programme overall.

Section 2:

Responses to Questions in the Consultation Document

Future Network Strategy

Q1. Do you think the Government's forward strategy for the post office network addresses all the key issues and challenges the network faces?

Q2. Are there other significant factors affecting the future of the post office network which appear to have been overlooked in the Government's proposed approach?

A large majority of responses addressed these issues together and both questions are therefore taken together in the Government's response below.

The summary does not attempt to repeat every comment made but aims to include the issues that were common to many responses and concerns that were widely reflected in a range of responses.

Sustainability

A large majority of respondents welcomed the Government's commitment to maintain a stable national network with national coverage and also welcomed Government's acknowledgement that post offices have a social as well as an economic value. It is widely recognised that people are changing the way in which they access services and that the network needs to change to ensure it is better able to capture business and provide new services that people want in the future. Many respondents accept that the current network is unsustainable and some closures are necessary but stressed the social role played by the post office network and the importance of giving due weight to this, alongside economic considerations. There was widespread emphasis of the role of post offices in promoting social inclusion and acting as the social hub of many communities.

A number of respondents questioned whether the proposals were sufficient to put the network on a genuinely sustainable footing for the longer term and called for specific commitments to funding beyond 2011 to provide greater certainty for both customers and subpostmasters.

The Government recognises that further funding will be required beyond 2011. We fully accept that parts of the network can never be commercial and that continued funding will be needed. But it would be premature to make a judgement now about what level of subsidy might be required in four years time given the changes planned for the network in the intervening period.

Without continuing public support, a purely commercial network would comprise fewer than 4,000 branches; implying over 10,000 closures. That cannot be allowed to happen. That is why the Government is providing continuing support to maintain a network with truly national coverage and putting in place detailed access criteria to ensure this, with supplementary criteria focused to ensure reasonable coverage in areas where the social need is greatest.

The purpose of this funding package is to bring stability to the network by 2011 by reducing losses and becoming more competitive whilst ensuring that the social needs of rural and disadvantaged communities continue to be met.

We see no justification for increasing the size of the network as suggested by some respondents. It remains larger than all the banks and building societies combined. It is not the absolute number of post offices which is important but where they are positioned and the ways in which services are provided that will help sustain the network's viability and provide the national coverage to which the Government is committed.

Funding

The ongoing commitment to a Social Network Payment both up to 2011 and beyond was generally welcomed but some consultees expressed concerns that its extension to the non-commercial urban network after March 2008 would result in an overall reduction in support for the rural network. Many respondents also asked for a breakdown of the £1.7 billion funding package. Some argued for a larger subsidy to avoid the need for any closures and others pressed for the Social Network Payment to be maintained at a level which ensured that the needs of sparsely populated and deprived areas were met. Several respondents suggested that there should be direct support to subpostmasters and funding to help refurbish and improve rural post offices.

The Government has decided that from April 2008, the Social Network Payment should support non-commercial offices across the entire network, not only rural ones. It considers that the overriding priority is to maintain a national network with national coverage as set out in the access criteria. This will require support for non-commercial outlets in urban as well as in rural areas. Post Office Ltd will be making further significant savings through reductions in central costs and overheads, combined with more cost effective delivery of services and the strategically planned closure of up to 2,500 offices. This means that the proposed social network payments

will be sufficient to underpin the whole of the non-commercial network without adverse impact on the support available for the rural part of the network.

The Government notes the requests for the £1.7billion funding to be broken down. Up to £750million is set aside for the Social Network Payment to 2010-11. The Social Network Payment will not be used to fund compensation to subpostmasters leaving the business. These costs will be provided for separately together with funding for ongoing losses. A more detailed breakdown will not be available until Post Office Ltd has developed its detailed proposals for reshaping the network at local level.

Post Office Ltd is planning to establish a small fund to encourage new investment in Core and Outreach facilities and in branches facing access and capacity issues as a result of reshaping of the network.

Unplanned closures

Some respondents asked about the impact of further unplanned closures over and above the compensated closures of 2,500 offices, and called on the Government to prevent significant unplanned closures creating gaps in the network by retaining the no avoidable closure policy.

The Government accepts that there will inevitably be some natural exits moving forward, in addition to compensated closures under the programme. That is inevitable (for example if a subpostmaster decides to retire or move on, or even if their associated business is proving to be unprofitable) and neither the Government nor Post Office Ltd can prevent that. The Government's access criteria will however establish a minimum level of coverage that Post Office Ltd will be required to continue to ensure. Unplanned closures will be counterbalanced by replacements if those criteria would no longer be met. It is not possible to maintain a static network as new premises or replacement subpostmasters cannot always be found, but the access criteria will replace the no avoidable closure policy and ensure that a national network of post offices is maintained.

Social role

Many respondents stressed the social role played by the post office network and the importance of giving due weight to this, alongside economic considerations.

The Government agrees. Without ongoing public support a purely commercial network would comprise fewer than 4,000 branches; implying over 10,000 closures. That cannot be allowed to happen. That is why the Government is providing very substantial ongoing financial support to maintain a network with truly national coverage. To ensure that national coverage, the Government is also putting in place detailed access criteria, with supplementary criteria focused to ensure proper coverage in areas where the social need is greatest.

Government, local authority and banking services

Many respondents suggested that central and local government should closely examine the scope for retaining or offering more services through post offices to strengthen the viability of both the network and individual offices. There were also calls for all retail banks to make their current accounts accessible at post offices. The integration of post office services with the provision of other rural services was also seen as providing a potential synergy which could help create community service hubs adapted to local circumstances. On the other hand, one respondent believed that further subsidy to the post office threatened to distort the market and was unfair to alternative providers of the same services such as bill payment.

The Government notes the suggestion that more public services should be channelled through the post office network but rejects the notion that Government departments and local authorities should be required to do this at the expense of customer choice. People want to choose from a range of methods by which, for example, they can pay their bills or car tax. Increasingly people prefer to use telephone- and Internet-based access to Government services and find these more convenient. People have choices and are entitled to exercise them.

Equally Government departments cannot simply choose to award Post Office Ltd contracts to deliver certain services. EU rules and best practice in achieving value for money require transparent procurement and open competition. Many other private businesses provide similar, if not identical, services to those provided at the post office and to exclude them from the opportunity to bid for delivery contracts would potentially be unlawful under EU procurement law. Furthermore, it can only be right that Government departments and local authorities are required to find the best value options for delivering their services to ensure the best use of taxpayers' money.

It is, however, important that Post Office Ltd is given every opportunity to pursue Government business. Network change will put Post Office Ltd on a much stronger footing to compete for business in future, and to develop strong and innovative bids for delivering Government and other services. Post Office Ltd maintains regular links and contact with Government departments to ensure they are alert to all future business opportunities.

At present all the UK's major banks, along with the Nationwide building society, provide at least one basic bank account that is accessible at the post office. Some choose also to make their current accounts accessible over the post office counter. However some choose not to do so for commercial reasons, which may include concerns around cost or the potential loss of customers to a competitor. Ultimately these are commercial decisions for the banks and Government cannot force them to make their accounts available if they have taken considered commercial decisions not to do so. Discussions between the banks and Post Office Ltd continue on this matter but access to the retail banking services of all the

High Street banks through the post office network, however beneficial, must be a commercial decision for the individual banks and Post Office Ltd to make.

We shall encourage Post Office Ltd to explore further the scope for more cost effective delivery through co-location with other community services when such opportunities present themselves. Current pilot trials of shared service location based on post office premises include those with the police in Norfolk, Fife and Powys.

We will also be exploring how local authorities might channel more business through post offices to help strengthen their viability and to explore further the scope for co-locating post office services with local authority facilities as has been successfully done in Reading.

Closure strategy

Some respondents expressed concern about further closures in urban areas so soon after the urban reinvention programme and many respondents pressed for Post Office Ltd, in selecting offices for closure, to balance economic viability, customer usage and social role against subpostmasters' preferences.

Although urban reinvention went some way in aligning urban post offices to the numbers of users, there remain urban areas where several post offices are providing services in the same catchment area. It is right that this level of provision be looked at again to enable Post Office Ltd to optimise coverage and efficiency. The access criteria proposed for urban and urban deprived areas will however ensure that proper coverage is maintained in urban areas.

The strategy is to get the right service in the right area to meet the access criteria and ensure national coverage. Post Office Ltd needs to be able to make compulsory closures to ensure these objectives are met. Closure decisions will not be determined by subpostmasters' preferences though there will be cases where there is a strategic fit between a closure proposal and the subpostmaster's wish to leave the network. Post Office Ltd and the National Federation of Subpostmasters have signed an agreement on compensation payment terms and arrangements

Crown offices

Whilst there was support for Post Office Ltd's strategy for modernising and improving Crown post offices, there was some opposition to further franchising. An alternative viewpoint was that less should be spent on Crown offices in favour of maintaining the rural network and ensuring the continuity of post offices in areas with no alternative rather than supporting the Crown network in areas where there is a concentration of businesses providing similar services. Some respondents asked whether Government support would be used to support the Crown network and expressed concern about distortion of competition.

The Crown network is heavily loss-making, with forecast losses of £70 million this year. Post Office Ltd's vision for the Crown offices is for a smaller national chain of 'flagship' offices which pioneers new technology such as self-service channels. Post Office Ltd sees the retention of Crown branches as vital for the expansion of new business areas given that these branches account for over 60% of the sales of new financial services products. The problems of this part of the network cannot be ignored. In developing an overall strategy for a viable national network, Post Office Ltd needs to modernise the Crown network and restore it to profit by reducing its cost base and generating additional revenue by growing its financial services offer. By pursuing link-ups with well established, respected retail partners such as the recently announced commercial deal with WH Smith, Post Office Ltd can both cut unacceptable losses and maintain, if not improve, customer service. Converting a Crown office to a franchise office does not reduce the number of post offices – it is a different means of providing the same services.

Role of local authorities

The proposal to investigate what future role local authorities might play in decisions influencing the shape of the network and delivery of services beyond 2011 was generally welcomed in the responses.

Government is working with the relevant organisations and administrations with a view to deciding, in the longer term, the extent that funding and decision making on the provision of local services can be devolved to local level. The involvement of local authorities in the forthcoming network change programme will provide an opportunity to explore ways in which local councils can work with Post Office Ltd to help mitigate potential gaps in service and the potential role that local authorities could play in future funding decisions.

Social and economic factors

A number of respondents questioned whether the social cost of closures had been fully factored into the Government's strategy and commented on the need to offset the withdrawal of Government and other public services by increasing the subsidy to the post office network. Many respondents also questioned whether the Government's proposals adequately reflected factors such as impact on local small retail businesses (including the last shop in the village), availability of public transport, the environmental impact of increased car use, alternative access to key services, local demographics (especially the impact on older people) and impact on local economies. Many respondents commented on the importance of local access to post office services for small businesses and home workers, a significant and growing element of the local economy, particularly in rural areas, and many were concerned that the loss of the local post office would result in additional travel time and costs and reduced opening/working hours.

The consultation document stated that closures will principally affect a combination of branches in areas of over-provision and those that are least used. Post Office Ltd will be tasked with taking a strategic overview of service provision to ensure that in areas of over-provision, people should be able to find an alternative branch nearby and the vast majority will still be within walking distance of their nearest office. With the least used, the number of people affected will, by the nature of the offices, be low. The introduction of new access criteria will minimise the impact by ensuring that the network remains readily accessible across the UK – with far greater coverage than any other retailer or financial service provider or indeed any other public service provider

A number of studies have sought to put a price on the social and economic value of a post office, but this will vary from location to location as an assessment is highly dependent on the demography of the area. Some studies also indicate that people quickly adapt to new ways of accessing the post office services. But the retention of a large national network with continuing comprehensive coverage will ensure that many people will be largely unaffected by the changes.

Access criteria

Q3. Do you have comments on the national access criteria proposed?

Q4. Do you have specific comments on the access criteria proposed for deprived urban and rural areas?

The consultation document proposed a framework of access criteria to establish a minimum level of coverage nationwide and in areas of particular need.

A large majority of responses addressed the issue of access criteria and many of the responses to these two questions overlapped. The responses to both questions are therefore taken together below as is the Government's response.

Many respondents welcomed the Government's proposals to introduce access criteria as a step in the right direction.

A number of parties asked for further clarification of how the access criteria would apply and an explanation of the urban/rural area definitions for the purposes of access criteria. Some questioned whether the proposed criteria provided sufficient protection at local level and some argued that specific access criteria should be applied at country (England, Northern Ireland, Scotland and Wales) or a more local level.

The Government's intention is to establish a comprehensive set of criteria applying at national level to ensure that access to post office services continues to be available across the country. Four of the criteria will apply at national level:

- Nationally, 99% of the UK population to be within 3 miles and 90% of the population to be within 1 mile of their nearest post office outlet.
- 99% of the total population in deprived urban areas across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total urban population across the UK to be within 1 mile of their nearest post office outlet.
- 95% of the total rural population across the UK to be within 3 miles of their nearest post office outlet.

In addition the following criterion will apply at the level of each and every individual postcode district, establishing a minimum level of coverage at a very local level.

- 95% of the population of the postcode district to be within 6 miles of their nearest post office outlet.

The access criteria replace the requirement placed on Post Office Ltd to prevent avoidable closures of rural offices. But it is important to note that these criteria represent the minimum levels of accessibility and in many, if not most, cases actual coverage will be greater.

The emphasis of our policy is to maintain a national network with national coverage. We reject therefore the proposal that the criteria above should be applied at the level of individual countries or smaller local areas.

Accessibility to a post office for most people will be covered by the national criteria. However, in more remote areas where the population tends to be widely dispersed, it could be the case that they are not captured by the national criteria - an issue picked up by many respondents. The introduction of the postcode district criterion will address this issue and provide protection to those communities.

There are some 2,800 postcode districts (the first half of the postcode e.g. GU51) in the UK. We believe that a requirement to ensure that 95% of the population in every postcode district is within 6 miles of their nearest post office provides protection at a local level. In the consultation document our proposal was to exempt 38 postcode districts that currently do not meet the criterion. However, we have reflected on the comments received and concluded that no postcode district should be exempt from meeting this standard. In implementing local area plans, following local consultation, Post Office Ltd will be required to ensure that every postcode district provides that coverage, without exception. Post offices in the 38 postcode districts that currently fail the criterion will not be compulsorily closed during the transformation programme and Post Office Ltd will look to fill the gaps in coverage at the time that they develop local area plans so that by the end of each implementation plan, every postcode district in the local area plan will be required to ensure that 95% of the population is within 6

miles of the nearest post office outlet. This may mean that some new post offices will be required to open.

Many respondents believed the deprived urban criterion to be a diminution of the current protection which they assumed ring-fenced from closure those branches located in deprived urban areas where the nearest branch was more than half a mile away. There were also many calls for an extension of the criterion to cover the 15% most deprived urban areas and for specific provision for deprived rural areas.

Currently there is no protection for access to post office services in deprived urban areas. The half mile 'ring-fence' protection only applied for the purposes and duration of the urban reinvention programme and focused on the retention of the specific post office rather than taking account of the closest branch to customers. Our proposal focuses provision on accessibility rather than protection of post offices solely because of the distance to the next one, irrespective of the number of people that they actually serve.

The introduction of the specific protection for deprived urban areas, in addition to the national criteria, further safeguards these vulnerable communities. We proposed that the protection would apply to the 10% most deprived urban areas but have decided, in light of responses to consultation, to extend this to ensure that the 15% most deprived urban areas are protected

We understand the requests for further explanation of the definitions in relation to the access criteria. We have elected to continue to use the urban/rural divide that applied in respect of the urban reinvention programme. The definitions are:

Urban – a community with 10,000 or more inhabitants in a continuous built up area.

Rural – a community not covered by the definition of urban above.

Deprived Urban – the most disadvantaged urban parts of the UK.

To ensure a fair balance between the countries in the UK, urban deprived areas will be defined by reference to the most deprived 15% of Super Output Areas in England, 15% of Data Zones in Scotland, and 30% of Super Output Areas in Wales and Northern Ireland. This takes into account the proportional spread of disadvantaged areas across the UK¹.

1 Each nation produces separate Indices of Multiple Deprivation. This means that the 15% most deprived areas across the UK cannot be specifically identified from existing data. A blanket 15% application across each nation would not be equitable or reflect the relative need of each country (since an urban area outside the 15% most deprived areas in one country might have greater need than an area within the 15% most deprived in another). We have built on the approach developed for the application of stamp duty relief, and sought to apply the same protection to each nation as that experienced by its most comparable English region (based upon appropriate socio-economic indicators). As a result 15% of urban areas in England and Scotland will be defined as 'urban deprived' and 30% in Wales and Northern Ireland.

Many respondents welcomed the proposal to tailor access criteria to take account of significant local geographical constraints such as rivers, mountains and valleys, motorways and sea crossings to islands and other practical constraints like railways to avoid undue hardship. We also received many responses asking that other factors be added, including the availability of public transport, actual travelling distances and times by road or other routes accessible on foot, and other socio-economic factors including the wider economic impact on communities. Some respondents took the view that the distances proposed in the criteria would be physically taxing for many customers if making both legs of the journey on foot. The key concern of many respondents was that access criteria had to be relevant to people at the local level with appropriate safeguards for the vulnerable and proper consideration given to factors relating to people, place and provision of essential services. The need for the criteria to be responsive to future population trends with particular reference to areas of population growth was also raised.

We recognise the force of the points above and in applying the access criteria, Post Office Ltd will be required to take into account obstacles such as rivers, mountains and valleys, motorways and sea crossings to islands to avoid undue hardship. Post Office Ltd will also consider the availability of public transport and alternative access to key post office services, local demographics and the impact on local economies when drawing up area plans. Post Office Ltd will demonstrate how these factors have been considered in arriving at their plans in each local consultation document.

Many respondents also called for parity of treatment between rural and urban areas, between countries within the UK and for parity to be maintained.

We agree that no particular part of the network and no particular group of people should be significantly more adversely affected by closures or other changes in service provision than any other. We therefore expect that Post Office Ltd will be making roughly similar numbers of closures in rural and urban areas. We also expect that when developing detailed area plans Post Office Ltd will reflect the principle that no country within the UK and no group of inhabitants at the area plan level should be significantly more adversely affected than any other.

Ensuring that access criteria continue to be met

Several respondents asked how access criteria would be monitored and enforced to ensure that potential gaps in the resulting network from unplanned closures would be avoided. It was asked how monitoring might note changes over time in most deprived area rankings and check compliance in development areas which experience sizeable population growth.

The Government considers that external monitoring of and responsibility for reviewing of Post Office Ltd's compliance with the access criteria should rest with Postwatch (and subsequently its successor body – the National Consumer Council). Postwatch already contributes to the annual report on

the network prepared by Postcomm and the role of periodically monitoring and reviewing compliance with access criteria would be a logical extension of that work. Discussions are in progress on the nature of the monitoring and review arrangements.

Relationship to the universal service obligation

Some respondents asked how the new access criteria would relate to Royal Mail's universal service obligation and whether Outreach services would be part of the universal service. Some also called for the access criteria to include a minimum service obligation for all post offices and Outreach outlets including minimum opening hours and a minimum range of products.

It is the responsibility of Postcomm to define and protect the universal service and to ensure licence holders' compliance with the universal service obligation. The Government has established these access criteria in recognition of the social role which the post office network performs in addition to its role in providing postal services. These criteria are separate from, and independent of, Royal Mail's universal service obligation which is a matter for Postcomm. It is therefore for Postcomm to enter into discussions with Royal Mail Group to ensure that the universal service obligation is not in any way compromised in fulfilling access criteria requirements.

Decisions about local service offerings and opening hours are a matter for Post Office Ltd and local subpostmasters, reflecting the needs and demand in local communities. It is not appropriate for the Government to intervene in this or seek to set national standards for matters which are best considered at local level.

There were also calls for consideration to be given to the potential for integrating post office services with other local services.

We believe that local people are best placed to understand the needs of their communities but we also recognise the continuing need for national provision. We will be reflecting on experiences of local involvement in light of the forthcoming change programme and will be considering further what role local authorities might play in the future provision of services.

Closure programme & the future network

A number of respondents questioned the scale of the closure programme and the potential for the network to decline over time significantly below 12,000 outlets as a result of further uncompensated closures yet still be within the requirements of the accessibility criteria.

The Government believes that the access criteria ensure reasonable coverage levels on a nationwide basis. We have set a maximum number of compensated closures as we believe that a network of around 12,000 branches will be sustainable. However, the market in which post offices

operate has changed dramatically in recent years and is likely to continue to evolve. Post Office Ltd must be able to develop with that market and it would be wrong for Government to invest in their future while at the same time placing arbitrary and inflexible constraints on them. Some closures are unavoidable and this is likely always to be the case.

The Government decided on a network closure programme of 2,500 offices following detailed consideration with Post Office Ltd. In arriving at this decision, we were aware of the need to balance the social needs of the network with the cost to the taxpayer of continuing to fund a national network.

As was stated in the consultation document, Post Office Ltd cannot continue to sustain current levels of losses. The network as it stands is unsustainable. In addressing these losses, Post Office Ltd will need to take a strategic approach to the network. While significant efficiency savings have been identified, the scale of losses cannot be properly tackled if the network remains at its current size. The Government has to strike a balance between ensuring that the network remains accessible, particularly to vulnerable groups, and the heavy cost to the taxpayer. We believe that a net closure programme of 2,000 – as 500 new Outreach access points will replace some closures – enables us to meet those goals.

Local consultation

Respondents welcomed the commitment to local consultation on Post Office Ltd's proposals for closure and associated changes in service provision and were keen to see wide engagement to ensure that the views of local people are taken into account before any final decisions are taken by Post Office Ltd. Many consultees were keen to see early input from local authorities to the development of local area plans. Many respondents sought an increase from 6 to 12 weeks for the consultation period on local area plans. Many also thought that an 18 month period for the whole programme was challenging and should be extended to allow for the complexity of matching closures with Outreach arrangements without gaps in service. A contrary view called for local consultation to be carried out speedily to minimise continuing uncertainty for subpostmasters and customers

The Government notes the arguments but has decided to confirm its decision for a six week local consultation period. That reflects the approach followed during the latter stages of the urban reinvention programme. The early stages of the local process will involve detailed area plan development discussions with Postwatch and the involvement of local authorities in advance of formal public consultation. When combined with the subsequent six weeks of public consultation, the Government believes that this will enable sufficiently robust consultations to take place at a local area level. We are also mindful of the fact that the organisation representing subpostmasters has argued for a speedy local consultation

to minimise uncertainty for subpostmasters and customers, an issue acknowledged by other respondents.

Post Office Ltd's timescale for developing, and consulting publicly at local level on, local area plans for changes in post office service provision is 90 days overall. In the pre-public consultation phase, Postwatch will provide input and advice on how best to meet the area criteria while achieving changes to the network that are sensitive to customer needs, implement Government policy requirements and minimise adverse customer impact. The aim is to assist Post Office Ltd in developing a practical area plan for a sustainable network to put to public consultation. During public consultation, Postwatch will ensure that the right people are being consulted, that the consultation process is being properly observed and that issues raised are promptly shared with Post Office Ltd. After public consultation, Postwatch will consider the responses and discuss the specific issues raised with Post Office Ltd. There is also provision for Postwatch to nominate individual branches for further discussion and joint review by Postwatch and Post Office Ltd before final decisions are reached.

Post Office Ltd considers that implementation of the changes, including the introduction of new Outreach services, within an 18 month period is deliverable. The Government confirms the decision to aim to complete the programme within that period.

Delivery of Services

Q5. Do you have any suggestions as to how services might be better delivered through the post office network?

One stop shops

Many respondents called for Government to recognise and support local post offices as focal points or 'information gateways' for national and local Government products and services enabling all vulnerable groups access to vital services in their communities.

The suggestion that post offices become 'one stop shops' for Government services has been voiced on numerous occasions. This is an area which Government has looked at previously. In 2002 we provided £25m for the 'Your Guide' pilot to test the concept of post offices as a one-stop shop for advice on Government services. The impact of the 'Your Guide' pilot was limited with 85% of customers commenting that they would have found the information they obtained elsewhere. The pilot showed that the costs of rolling out a publicly funded national scheme would be excessive and would not represent value for money given the size of the likely customer base that would use and benefit from it.

Extension of opening hours

A number of respondents believed consideration should be given to extending opening hours at post offices to broaden the customer base and increase footfall. The absence of Saturday opening by smaller rural offices was seen as a significant impediment to accessing services in such areas.

The core opening hours for a full time post office branch are 09:00-17:30 weekdays and 09:00-12:30 on Saturdays. Where the branch operates an open plan or combined retail and post office counter, retailers are encouraged to offer post office services for extended hours, preferably to the same times as the associated retail. Therefore subpostmasters can, if they choose, open the post office for longer than the core hours but their remuneration would be based solely on the value and volume of the post office products or services sold. In some rural branches the level of business generated does not cover the costs of operating on a full time basis. In order to maintain services in that location the subpostmaster is contracted to open on a restricted hours basis and receives a fixed payment for the number of hours under the terms of the contract. In branches offering restricted opening the subpostmaster can still choose to offer Post Office services for longer and many do choose this option as they are in attendance anyway.

Open network to other mail service providers

Many respondents called for the network to be opened up to other mail providers as a means of strengthening the viability of sub post offices.

The Government recognises the benefits of competition. It is clear that encouraging extra business into the network is absolutely essential. It is simply wrong to suggest that there are barriers to competitors. We opened up the postal services market with the Postal Services Act 2000 and any mail company that wants to use the post office network can approach Post Office Ltd to discuss a commercial agreement. In the event that a deal cannot be reached the matter can be taken up by the Regulator.

At present, Post Office Ltd only provides mail services for Royal Mail and Royal Mail uses the network to satisfy its regulatory obligation to provide service access points. The company is alive to the potential benefits to be had from providing package and parcel collection services at post offices. Royal Mail already offers a parcel collection service through the network. Its 'Local Collect' service enables customers ordering goods from selected mail order catalogues and Internet suppliers that use Royal Mail (and Parcelforce Worldwide) services to have goods delivered to a post office if they do not expect to be at home when the delivery is made. Alternatively, people can elect to have their Royal Mail package or Parcelforce Worldwide parcel redirected to their local post office for collection later for a small charge.

Clearly this is a developing market, and we will continue to encourage the Post Office to take opportunities where they exist. Post Office Ltd stands ready to develop its business in this area. Realistically, however, it is unlikely that any new commercially negotiated deal between Post Office Ltd and other mail providers would create significant volumes of new business and revenues for subpostmasters; rather it is likely to be a substitute for Royal Mail business.

POca

Respondents generally welcomed the Government's decision to continue with a new account after the current Post Office card account (POca) contract ends in 2010 in view of their importance for financially and socially vulnerable people. Many also offered views on the replacement POca with some suggesting increased functionality, such as ATM access and a direct debit facility, with simple application procedures and for anyone switching to the replacement POca a seamless process with no requirement for new applications and no change to the existing PIN numbers.

We understand the concerns about the future POca and note the suggestions made. The scope for introducing new functions in the replacement product will be considered as part of the product design and tendering process, but, as mentioned in response to Questions 1 and 2, we must recognise that one of the attractions of the POca is its simplicity and we do not simply wish to create a basic bank account by another name when there are many such accounts already on the market, many of which can be used at the Post Office. We share the aim that any change from the existing product to the new product is as seamless for customers as possible, and this will again be taken into consideration as part of the product design and tendering process.

Credit Unions

Some respondents suggested that working closely with Credit Unions would help the post office extend financial inclusion and generate new business.

This is a commercial matter for Post Office Ltd and the Credit Unions. There have been some discussions between Post Office Ltd and the Credit Union body at a national level on the scope for working together and they continue to explore all the possible options.

Financial services

A number of consultees suggested that Post Office Ltd should introduce a greater mix of financial services to suit low-income customers and to help meet social and financial inclusion objectives.

Post offices are now the leading supplier of foreign currency exchange services. In a venture with the Bank of Ireland, Post Office Ltd has in recent

years introduced a wider range of financial services. The Government's proposals support Post Office Ltd's efforts to develop new financial services products, building on their existing success in this area. For example, the Instant Saver account, introduced in April 2006 has proved very popular with customers as has car and home insurance. The venture partners continue to look for products that are well matched to the needs of Post Office Ltd's customers. In common with all providers of financial services, Post Office Ltd is bound by the regulatory framework set by the Financial Services Authority. Subpostmasters are not qualified to give financial advice but can and do act as introducers to financial products available through the post office. Beyond this, there is no obstacle to expansion of financial services available and Government will continue to encourage Post Office Ltd to explore all possible opportunities in this market.

Parcel delivery/collection

Many respondents wanted post offices to offer a parcel delivery and collection point service.

Royal Mail already offers a collection service through the post office network. In addition, the 'Local Collect' service enables customers ordering goods from selected mail order catalogues and Internet suppliers that use Royal Mail (and Parcelforce Worldwide) services to have goods delivered to a post office if they do not expect to be at home when the delivery is made. Alternatively people can elect to have their Royal Mail package or Parcelforce Worldwide parcel redirected to their local post office for collection later for a small charge.

Outreach

Q 6. Do you have any comments on Outreach arrangements as a means of maintaining service to small and remote communities?

Many respondents agreed that Outreach has the potential to provide a more cost effective service in areas with low footfall whilst offering a mutually beneficial option where another small business acts as 'host' site for post office services.

Of the four generic Outreach types, respondents generally see the 'Partner' and 'Hosted' services as the most preferable alternative to a fixed branch. While sensitivities about location may need to be taken into account, many diverse locations such as pubs, petrol stations village halls and churches are already being successfully used.

There was a general welcome for the idea of a mobile post office as a means to maintain service, particularly in remote rural areas. Though the mobile post office has received significant attention and levels of acceptance where it has been trialled, it is clearly something of an unknown for the majority of respondents who have no personal experience of using it. As a result, a wide

range of concerns was raised over logistical and operational issues. Many respondents expressed concerns that a mobile office might not be available when they needed it and there were also substantial concerns about security.

Others suggested that it would be sensible to explore whether there might be the potential to link mobile post offices with other mobile services as has been piloted by Post Office Ltd working with a mobile library in Enniskillen, Northern Ireland.

The 'Home' service was seen as the least preferable alternative service for individual users. Many respondents expressed a concern that despite the additional convenience, having services delivered to the door was in fact least preferable because it removed the reason to leave the house and therefore reduced social interaction. However, it is apparent that in some instances, the Home service has been successful in supporting the needs of small businesses with Core sub-post offices in Aldeburgh and Glastonbury having arranged for mail pick ups directly from small businesses that have signed up to the service.

In our consultation we set out our proposals that, building on trials in place since 2005, Post Office Ltd should introduce some 500 Outreach services to mitigate the consequences of some managed post office closures. We indicated that we would provide support for Post Office Ltd to open new Outreach locations to provide access to services for small remote communities by building on the success of the pilot trials including mobile post offices and post offices hosted in other locations such as village halls, community centres or pubs.

We welcome the overall acceptance in the responses of the need to explore more cost-effective means of providing post office services, particularly in remote areas. Respondents generally agreed with the principle of increasing scope of the Core and Outreach approach. It has also been helpful to receive detailed suggestions for how implementation of Outreach, beyond the existing pilot schemes, can be best achieved.

Shared concerns

Whilst many were supportive of the introduction of new service delivery methods, there was an over-riding concern that there should not be any decrease in the availability or range of services provided. There was also a strong emphasis on engaging with communities at an early stage to determine their usage requirements and on local authorities and parish councils being involved in local consultation on changes to service.

Many respondents commented that Outreach, as a replacement for a fixed branch, would need to be carefully tailored to local circumstances as regards type and availability of service offered.

We want Post Office Ltd actively to engage with local authorities and communities, through a process of local consultation and ahead of establishing Outreach services, so that they can be tailored to individual

circumstances and stand the best chance of acceptance and success. The company should take account of local usage patterns and ensure that Outreach services are adequate to accommodate the level of demand. Where possible, the company should ensure that the social benefit of Outreach is maximised by arranging availability to fit with local activities. The company should also investigate the level of demand for making Outreach services available in areas where there is no longer, or has never been, a fixed post office service.

Specific concerns

Some consultees were sceptical about the financial benefits and the viability of Outreach and had concerns that the proposed number of Outreach would not be sustainable. The technical reliability of the portable or mobile equipment for some types of Outreach service was also a concern to some respondents

Post Office Ltd will need to continue to work with the National Federation of Subpostmasters so that entrepreneurial subpostmasters who are willing to offer Outreach services, and are well placed to do so, are incentivised and are remunerated accordingly.

Post Office Ltd's pilots have shown that Outreach services can yield significant cost savings and the continued operation of the pilots has enabled the company to overcome initial teething problems and achieve very high levels of technical and service reliability, demonstrating the sustainability of the Outreach model.

Community ownership

Q 7. Do you have comments on the practicality of community ownership of parts of the post office network, which might involve the transfer of assets to community organisations and/or the establishment of local mutual or co-operative organisations to own and run local services?

Many respondents broadly welcomed the potential for greater community involvement, taking the view that Post Office Ltd should be encouraged to engage actively with any communities expressing an interest in adopting a community ownership solution. However some questioned whether this was a means of transferring a Government public service provision problem over to communities whilst others expressed concerns about the long-term sustainability of community owned models which rely on the goodwill and funding of local residents. Others raised concerns about security and questioned whether the role and services provided by post offices are suited to community ownership given the levels of training and knowledge required of subpostmasters and whether access to post office services should be contingent on community enterprises.

The community ownership model was seen as being capable of successfully catering for rural communities of between 400 – 1,000 people. It was thought

work should be done to identify a community ownership contract that would help facilitate development of the community ownership model. As pointed out by the National Federation of Subpostmasters, there are also financial service regulations that subpostmasters abide by and this poses further issues when seeking to expand further the concept in this field.

The vast majority of post offices are private businesses – traded commercially. Having a community run its own office will not, on its own, make it financially viable from Post Office Ltd's perspective.

But there are currently some 150 thriving community-owned shops in the UK, many of which already incorporate post offices. And it is clear from the comments received that there is widespread interest in the concept of establishing more. The Government has since published the Quirk review into community management and ownership of assets, Making Assets Work, and its response which set out practical proposals for removing barriers to increasing community ownership. The Quirk Review recognises that community ownership can play a role in enhancing the local environment and giving local people a bigger stake in the future of their area.

The Government wants to encourage more community-run post offices where they are viable. We recognise that the processes can be daunting. The Government will therefore work with stakeholders to ensure there is suitable advice available to interested parties and that community ownership is promoted as a possible means of maintaining post office services where other options are not available. We will also expect Post Office Ltd to engage constructively with groups who present a viable case for community ownership in those circumstances.

Section 3:

Next Steps

Having reached its final decisions, the Government believes it is important to implement its strategy for the post office network as soon as is practicable and is consistent with sound preparation and planning.

Key steps for Government include obtaining state aid clearance from the European Commission for the Government funding package underpinning the post office network strategy. A notification will now be submitted. In addition, Parliamentary approval for elements of the funding package will be required and this will be sought before the Summer Parliamentary recess.

The Government is particularly keen that measures that will help to contain or reduce the network's losses and to reduce damaging uncertainty over future service provision for customers and subpostmasters should be taken forward as soon as possible. The programme of compulsory closures together with the introduction of Outreach will therefore be a priority.

Government will continue to work up proposals on the scope for devolving greater responsibility for decisions on post office service provision to local authorities and devolved administrations and for providing greater flexibility for local funding decisions.

Post Office Ltd will develop its network change programme within the framework of the access criteria and the wider factors which they will be required to take into account or consider in developing area plan proposals for closures and other changes in service provision. In the first instance this will require extensive analysis of the characteristics, usage and financial performance of the existing network on an office by office basis to identify and assess options for change. Post Office Ltd will be initiating this process immediately as a comprehensive data analysis exercise. The second stage will be to seek information and input from relevant parties, including Postwatch, subpostmasters and local authorities, as area plan proposals are developed for public consultation. Taking the pre-consultation phase together with the six week public consultation period, the total process allows a reasonable period of time analysis and assessment of proposals at the local level.

Nationally, Post Office Ltd expects to accommodate its network reshaping programme in around 50-60 area plans, based predominantly on groupings of parliamentary constituencies. Post Office Ltd plans to develop these plans progressively over a 12-15 month period from mid-summer 2007 and by July will publish a timetable of when they expect to announce plans for each area. They aim to complete the closure and network reshaping programme by the end of 2008.

Annex A:

List of Respondents

Abberley Parish Council
 Abbotskerswell Parish Council
 Abbott DM
 Abbott P
 Abell BJ
 Aberdeen City Council
 Aberdeenshire Council
 Aberlady Community Association
 Abingdon Town Council
 Aborfield & Newland Parish Council
 Acourt B
 Action with Communities in Rural England
 Acton Turville Parish Council
 Adam B (MSP)
 Adams CF,DPW,RV,ML
 Adams P
 Adams T
 Ade P
 Ade S
 Adey F/Gable Tea Rooms
 Adie J
 Adisham Parish Council
 Adkins Mrs&Mrs
 Advice NI
 Age Concern England/Jones G
 Age Concern Islington/Tansley K
 Age Concern Lerwick/Erskine A
 Age Concern Ripon/Rainer P
 Age Concern/Huskinson M
 Age Concern/Simmonds T
 Age Concern/Spye J
 Age Concern/Turnock H
 AICMO
 Aitken E
 Alconbury Parish Council
 Alconbury Weston Parish Council
 Alexander D
 Alexander D (MP)
 Alexander P
 Alford Parish Council
 Alford S
 Alfred R
 All Party Parliamentary Group on Rural Services/Dunne P (MP)
 Allen A
 East Hoscote Parish Council
 Allen B
 Allen CVD
 Allen P
 Alvsaker R
 AMICUS
 Anand M Reverend
 Anderson A
 Anderson E
 Anderson KME
 Anderson M
 Anderson Mr&Mrs G
 Anderson S
 Andrew J
 Andrews M
 Andrews Mr&Mrs C
 Andrews Mrs
 Andreoss Community Council
 Anglesey Federation of Womens Institutes/Uchaf S
 Anson B
 Antaur JW
 Applewhite Mrs
 Archbishops' Council, Church Buildings Division/Griffiths P
 Archer E
 Archer IJ
 Ardovicone D
 Ardrishaig Community Council
 Ardross Community Council
 Argyll & Bute Council
 Arkell J
 Arlington J
 Armagh District Council
 Armstrong J
 Arne Parish Council
 Arthur JS
 Arthur JW
 Arthur Rank Centre
 Ashingdon Parish Council
 Ashurst Wood Parish Council
 Association of British Credit Unions Ltd
 Association of Independent Cash Machine Operators
 Association of Scottish Community Councils ASCC
 Attfield S
 Attwood Ms
 Auphlet DJ
 Austin AM
 Austin HE
 Avery L
 Avory G
 Awre Parish Council
 Axbridge Town Council
 Aylesbury Vale District Council
 Ayliffe S
 Ayton Village Community Council
 Badgett FD
 Bailey A
 Bailey Mr
 Baines P
 Baker D/Lydbury English Centre Ltd
 Baker H
 Baker JM
 Balfour Scott D
 Balhatchet P
 Ball EE
 Ball P
 Ballantine TA
 Ballatonet P
 Baltonborough Parish Council

Bamber J
 Banks H&D
 Banks S
 Banner M
 Bantick A
 Bantick A/Cairngorm Music
 Bantick H
 Barber S
 Barcis J
 Bardgett F&A
 Barham Parish Council
 Barker CD
 Barnes MJ
 Barnes R/Select Research Ltd
 Barnett C
 Barnett P
 Barnett S
 Barnsley MBC
 Barr C
 Baron J MP
 Barret J (MP) and Margaret Smith MSP
 Barrett P
 Barrington Parish Council
 Barrios C
 Barton A
 Barton B
 Barton Parish Council
 Barton St David Parish Council
 Basingstoke & Deane Borough Council
 Bass JM
 Bassetlaw District Council
 Bassington KJ/Roxwell Wednesday Club
 Bate B
 Bateman R
 Bates D
 Bates H/Milton House Holiday Lets
 Bates MG
 Bates RD
 Bates S
 Bathford Parish Council
 Bathgate M
 Baughen K
 Bawden R
 Bawdsey Parish Council
 Bawn T
 Baxter D
 Baxter L
 Bayliss NC
 Bean Residents Association
 Bean T
 Bear P
 Bearcroft B
 Beard J
 Beasley W
 Beattie WM
 Beaumont B
 Beckett J Reverend
 Bedford L
 Bedlow Women's Institute
 Beeching J
 Bees A
 Beetham Parish Council
 Belbroughton Parish Council
 Beleus EE
 Bell A
 Bell B
 Bell JR
 Bell S
 Bennett AW
 Bennett J
 Bergin S
 Berkeley Town Council
 Berry C
 Berry G
 Berryman Mr
 Bertie C
 Better Government for elderly in South Lanarkshire
 Bettyhill, Strathnaver & Altnaharra Comm. Council
 Biawith & Subberthwaite Parish Council
 Bickford J
 Bideford Town Council
 Biggs K
 Bijman Adirana
 Billericay Town Council
 Billing T
 Bingham A
 Birch HJ
 Birches Community Association
 Birchwood B
 Birmingham City Council/Hill M
 Birmingham City Council/Hughes S
 Birmingham City Council/Kirk L
 Bishop D&M
 Bisley-with-Lypiatt Parish Council
 Black MC
 Blackawton Parish Council
 Blackburn and District Trades Council
 Blackburn with Darwen BC
 Blackford Community Council
 Blackler GFA
 Blackwood N
 Blaikie G
 Blairgowrie and Rattray Community Council
 Blakemore R
 Blandford District Trades Council
 Blandford Forum Town Council
 Blean Parish Council
 Bletchley & Fenny Stratford Town Council
 Blewitt C
 Blewn J
 Blockley Parish Council
 Boardman K
 Boardman W
 Boddington C
 Boddington Parish Council
 Bolingbroke L
 Bolney and Cowfold Parish Councils
 Bonehill Mr
 Bonner L
 Bonson G
 Boonham A J
 Booth P
 Borough of Pendle
 Borthwick
 Bossom P
 Boston Borough Council
 Boughton RH
 Bourne FA
 Bournemouth Borough Council
 Bourton Parish Council
 Bowes Parish Council
 Bowhay J
 Bowman M
 Bowyer P
 Boyce J
 Brachtvogel P
 Braco & Greenloaning Community Council
 Bradford & Cookbury Parish Council
 Bradford A
 Bradford Metropolitan District Council
 Bradford on Avon Town Council
 Brady G (MP)
 Braggins M
 Brain L/Gem Jewellery Ltd
 Braintree District Council/Barrett K
 Braintree District Council/Bolter S
 Braithwaite A
 Bramall D and Jennifer and David Thomson
 Bramley Parish Council
 Brandean and Hinton Ampner Parish Council
 Brandon & Byshottles Parish Council
 Braunton Parish Council
 Brayshaw R
 Breed C (MP)
 Brett P
 Brewer D
 Brewer M
 Brice M
 Brice, Sarah/Rachel/David and Anna Brice
 Bridport Local Area Partnership
 Brighton and Hove City Council
 Brill Parish Council
 British Chambers of Commerce
 Britnell BG & L

Broadbent S
 Broadley M
 Brocklehurst S
 Brocks P
 Brocton Parish Council
 Bromsgrove Council
 Bronstein JM
 Brooke E
 Brooks H
 Brora Community Council
 Brotherton LW
 Brough Parish Council
 Broughton A
 Brown EB
 Brown ED
 Brown Mrs
 Brown R (MP)
 Bruce J
 Bruce N
 Bruno F
 Bryant F
 Bryer-Parsons D
 Buchanan V
 Buckden Parish Council
 Buckham CJ
 Buckland Brewer Parish Council
 Buckland D
 Buckland Monachorum Parish Council
 Buckley Antiquarian Society
 Buckman B
 Buckridge T
 Budd L/The 100 Minute Press Ltd
 Bufton IJ
 Bufton SA
 Bullough D and David Midgely
 Burden R (MP)
 Burgess Hill Town Council
 Burgess S
 Burke D
 Burke J/Flourishing People Ltd
 Burke J/Townswomen Today
 Burke Mr
 Burke VM
 Burney GG
 Burnham Health Centre
 Burnip A
 Burnmouth Community Council
 Burra and Trondra Community Council
 Burrell P
 Burrows SM
 Burton Mr&Mrs
 Bury Parish Council
 Busby Mr&Mrs
 Butcher B
 Butler MJ
 Butterfill J (MP)
 Buttle M
 Bwrdd Yr Iaith Gymraeg (Welsh Language Board)
 Byrne BH
 Byrne F
 Byrne MP
 Byrt M
 Caernarfon Civic Society
 Cain G
 Cairns J
 Callicott B
 Calmady-Hamlyn Mrs
 Cambridgeshire County Council
 Cameron J
 Campaign for Community Banking Services
 Campaign for the Protection of Rural Wales
 Campaign to Protect Rural England/Bawtree R
 Campaign to Protect Rural England/Willis G
 Campbell J
 Campbell S
 Campton & Cruickshanks and Silsoe Parish Councils
 Canonbie and District Council
 Canterbury City Council
 Carhampton Parish Council
 Carleton Rode Parish Council
 Carley J
 Carlisle City Council/Bainbridge J
 Carlisle City Council/Sutton Z
 Carlisle Parish Councils Assoc.
 Carmarthenshire Council
 Carmichael A (MP), Tavish Scott MSP
 Carmichael A (MP), Wallace MSP
 Carmichael CD
 Carney A
 Carpenter J
 Carpenter Mr&Mrs T
 Carter C
 Carter G
 Carter J
 Cartwright EM
 Cash W (MP)
 Cassop-cum-Quarrington Parish Council
 Castletown and District Community Council
 Caton-with-Littledale Parish Council
 Cawkwell K
 Cawood Parish Council
 Ceredigion County Council
 Cerne Valley Parish Council
 Chaddesley Corbett Parish Council
 Chalford Parish Council
 Chalmers D
 Chamberlain R
 Chambers C
 Chandler C and Nick Whiteley
 Chapman B (MP)
 Charfield Parish Council
 Charles Mr&Mrs
 Charles R
 Checkley A
 Chelmsford Borough Council
 Cherry JM
 Cherwell District Council
 Chesham Bois Parish Council
 Chesham Evening Townswomen
 Cheshire & Warrington Rural Partnership
 Cheshire County Council
 Cheshire Rural Retail Advisory Partnership
 Chester le Street District Council
 Chesterfield Borough Council
 Chestfield Parish Council
 Chetnole and Stockwood Parish Council
 Chichester District Council
 Chidgey A
 Chilcompton Society, The
 Child Okeford Parish Council
 Child S/Rackford Village Shop Company
 Chitham R
 Chowcat H
 Christleton Parish Council
 Christopher B
 Christy A
 Chryston Community Council
 Churches of Scotland, The
 Churches Rural Group, The
 Churt Parish Council
 Citizens Advice and CA Scotland
 City Mr
 City of Edinburgh Council
 City of Ely
 City of Lincoln Council
 Civil Service Pensioners Alliance Shropshire
 Clapham D
 Clapham V
 Clark D
 Clark E
 Clark M
 Clark M
 Clark Mr&Mrs
 Clarkson T
 Clayton M
 Clayton R
 Clouts M
 Coates S
 Cockburn D
 Cockburn G&W
 Cogan C
 Cohen P
 Cohn L
 Colbourne B

Cole EJ
 Coles A
 Collins C
 Collins C/Civil Service Pensioners Alliance
 Collins F
 Collins P
 Coltman D
 Comerford G
 Commins M
 Commins PJ
 Community Council of Staffordshire
 Constable E
 Consumer Council NI, The
 Conwyn M
 Cook D
 Coole D
 Cooper D
 Cooper G
 Cooper TP
 Corfield Mrs
 Cornford S
 Corrance H
 Corrie A
 Cottage A
 Cotterill G
 Coughlin M
 Countryside Agency, The
 Cowper J
 Cowper JE
 Cowperthwaite D
 Cox A&S
 Cox C
 Cox G (QC MP)
 Craythorne S
 Creed J
 Crombie M
 Crompton R/Storth Post Office
 Crooks G
 Cross HN
 Cross R
 Cross RB
 Cross RNR
 Cross S
 Crouch C
 Crouch Mrs&Mrs CJ
 Crowe A
 Crowhurst A
 Cryer M/Martin Cryer Consulting Ltd
 Cunningham A
 Cunningham N
 Curd KH
 Currie DF
 Currie S
 Curtis D
 Curwen Sir Christopher
 Cylde M
 Dale J
 Dane Walters T
 David B
 Davies D/The Silk Bureau
 Davies I
 Davies N
 Davies SD
 Davis A
 Davis D
 Davis R
 Davis S
 Dawes Y
 Dawson CH
 Dawson DG
 Dawson R
 Day B
 Day Ms
 Deacon M
 Deamer W
 Dean and Shelton Parish Council
 Dean D
 Deas SD
 Deeming J
 Denbighshire County Council
 Denny G
 Denny MJ
 Dent M
 Denton E
 Derbyshire S
 Derrick K
 Derrick K
 Derry J
 Destefano N
 Devenport P
 Deverish VK & R
 Dhorey TJ
 Dick R
 Dickinson W
 Dickinson WE
 Dickinson WE
 Dickson H
 Dison MS
 Dixon M
 Dobbins B&J
 Dobson D
 Dobson WH
 Donald Mr&Mrs
 Donaldson TR
 Done M
 Dorrell S (MP)
 Dorries N (MP)
 Dorset Association of Parish and Town Councils
 Double V
 Doubtfire T
 Douglas S
 Dow S
 Downey A
 Downey P
 Downward C
 Dowsing K
 Dowswell Mr
 Drake K
 Drew D (MP)
 Driver I/Post Office at the Black Lion Hotel
 Drumchapel Lawn Tennis Club
 Drumchapel St Andrews Church
 Drummond S
 Dryden A
 Duffy D
 Dumo L
 Dupleton C
 Dunbar JCM
 Duncan A (MP)
 Dundas J
 Dunlop AJ
 Dunrossness Post office
 Durham County Council
 Duval JE
 Dyer HM
 Dymoke K
 Dyson J
 Dziejwulskie K
 Eachain T
 Eaglesham & Waterfoot Community Council
 Earp Ms
 East and West Buckland Parish Council
 East Leake Parish Council
 East Midlands Regional Agency
 East Northamptonshire
 East Riding of Yorkshire Council
 East Sussex Rural Partnership
 Eastleigh Borough Council
 Eday Community Council
 Eden District Council
 Eden District Council
 Eden Local Strategic Partnership
 Edmunds HV
 Edrom, Allanton and Whitsome Community Council
 Edwards A J
 Edwards DP
 Edwards Mr/Oliver House (Evesham) Ltd
 Edwards Mrs
 Edwards MS
 Edwards R
 Edwards S
 Edwards W
 EEDA
 Elderton B

Elderton P
 Ellesmere Port & Neston BC
 Elliot B/Sci-Lab Analytical Ltd
 Elliot MC
 Ellway RM
 Elston Parish Council
 Elsworth E/GE Elsworth & Son & Carastore
 Elsworth Jubilee Club
 Elwes HWG
 Emerson EC
 Emery J
 Enticknap LR
 Erewash Borough Council
 Erricker N
 Erwood Community Council
 Essex County Council
 Essex Rural Partnership
 Evans D
 Evans DR
 Evans LB
 Evans R
 Evans S
 Everard T
 Evercreech Parish Council
 Everett CL
 Everett Mrs
 Everitt L/Framework HA
 Evershot Parish Council
 Everton Parish Council
 Evie & Rendall Community Council
 Ewing A
 Excell MKC
 Fair Oak & Horton Heath Parish Council
 Fairbrother J&J
 Falconers AI
 Fallon A
 Farcet Parish Council
 Farquhar Munro J (MSP)
 Farr S
 Farr W
 Farrell J
 Fearn T
 Federation of Small Business Anglesey/Williams S
 Federation of Small Business Oxford /Bage D
 Federation of Small Business/Davenport C
 Federation of Small Business/King A
 Feering Parish Council
 Felixstowe Town Council
 Felton Parish Council
 Fenton G
 Fenton P
 Fenwick J
 Ferrier A
 Field McNally Leathes Ltd
 Field R
 Fifehead Neville Parish Meeting
 Finch J
 Finch RM
 Finn Mr&Mrs
 Finnegan B & TP
 Fisher P
 Fisher WK
 Fivehead Parish Council
 Flack E
 Flack PR & VM
 Fladbury Parish Council
 Flaherty PJ
 Fleetwood J
 Fllor R (MP)
 Fleming FG
 Fletcher S
 Folkard P
 Folke Parish Council/Crothers D
 Folke Parish Council/Dolder J
 Follett P
 Folwer SE
 Foot NP
 Ford J
 Ford RG
 Forde I/Snacktime UK Ltd
 Forest Heath District Council/Cooney E
 Forest Heath District Council/Syvret SJ
 Forest of Dean Citizens Advice Bureau
 Forest of Dean District Council
 Forsyth W
 Forsythe N
 Forum of Private Business (FPB)
 Foster P
 Fox C
 Fox EM
 Fox I
 Frame Mr&Mrs
 Frampton Cotterell Parish Council
 Frampton on Severn Parish Council/Howe J
 Frampton on Severn Parish Council/Ireland L
 Francis AO
 Francis GO
 Franke L
 Frankland E
 Frankling C&P
 Fraser C (MP)
 Fraser JW
 Freij R
 Fremington Parish Council
 French P
 Fresson RA
 Freuchie Community Council
 Frinton and Walton Town Council
 Fross CV
 Frost B
 Froxfield Parish Council
 Froyle Parish Council
 Fryer PA and E
 Fryer R
 Fuller M
 Furnace Community Council
 Fyfield & Tubney Parish Council
 Fyfield Parish Council
 Gairloch Community Council
 Galleywood Parish Council
 Gard B
 Gargrave Parish Council
 Garnethill Community Council
 Garrett M
 Garthwaite G
 Garwood P
 Gash AF & A
 Gasking D
 Gateshead Council
 Gedard V
 Geddes J
 Gee P
 Georgeham Parish Council
 German V
 Gibb R
 Gibson PAJ
 Giddins M
 Gilbert FW
 Gilbert JA
 Gilbert N
 Gill B/Gretton Village Hall
 Gill C
 Gill J
 Gill S
 Gillham A
 Gillingham Town Council
 Gillis B
 Ginns S
 Gittos Mr
 Glaschw Community Council
 Glen Lyon & Loch Tay Community Council
 Glenorch & Innishail Community Council
 Glos Assoc. of parish & Town Councils
 Gloucestershire County Council
 Gloucestershire First
 Gloucestershire Rural Community Council
 Glover GW
 Goldie S
 Goldsmith DC
 Gooch AJ
 Goodleigh Parish Council
 Goodman H (MP)
 Goodrich N
 Goodwin J&B

Goom J
 Gordon A
 Gordon AC
 Gordon GAG
 Gorton D&J
 Gorton J
 Gorton K
 Goss M
 Gow I
 Gow ID
 Gowers R&JE
 Graham A
 Graham W
 Grahame C (MSP)
 Grange over Sands Town Council
 Grant E
 Grasmere Village Society
 Gray E
 Gray J
 Gray JM
 Gray Mr&Mrs
 Gray Mrs
 Gray W
 Grayling K
 Grayshan H
 Great Abingdon Parish Council
 Great Brington Post Office & Stores
 Great Elm Parish Council
 Great Gransden Parish Council
 Great Staughton Parish Council
 Great Torrington Town Council
 Great Waltham Parish Council
 Greater London Authority/Lorimer K
 Greater London Authority/Mayor Of London
 Green A
 Green J
 Green Mrs
 Green R
 Greening J (MP)
 Gregg GJ
 Gregory R
 Greves J&G
 Grey W
 Griffith N (MP)
 Griffiths L
 Griffiths Mrs
 Griffiths R
 Grimes VC/Focusability Wakefield
 Grimwood RW
 Grinnell G
 Gristwood IE
 Groom G
 Grove GG
 Grummant J
 Gulberwick Quarff & Cunningsburgh Community Council
 Gunn AR
 Gunn AR
 Gurnard Parish Council
 Gurney RD
 Guy JR
 Guy N
 Haines I
 Hair A
 Hale Parish Council
 Hall E
 Hallam DM
 Hallsworth B
 Halton Borough Council
 Hambledon Parish Council
 Hamilton A
 Hamilton M
 Hamlin G
 Hampshire Association of Parish and Town Councils
 Hampton E
 Handford DM
 Hanikens P
 Hanmer M
 Hanna M
 Hanson M&N
 Hardie R
 Harding M
 Hardman RJ
 Hardwood HM
 Harman K
 Harmer M
 Harpenden Town Council
 Harper M (MP)
 Harray Scottish Womens Rural Institute
 Harris
 Harris EM
 Harris J&J
 Harrison W
 Harrogate Spa Ladies
 Harrower EM
 Hart C
 Harting Parish Council
 Hartland R
 Hartlepool Borough Council
 Hartley S
 Hartpury Parish Council
 Hartwell A E
 Harvey C
 Harvey S
 Harwood EJ
 Hassocks Parish Council
 Hastings Borough Council
 Hastings DJ
 Hatfield Broad Oak Parish Council
 Haven's Older Persons Forum, The
 Hawkes R
 Hawkins JE
 Hawkins S
 Hawkins S&J
 Haworth, Cross Roads & Stanbury Parish Council
 Hay JC
 Hayes A
 Hayes B
 Hayes GA
 Hayes J
 Hayes N
 Haynes Parish Council
 Hay-on-Wye Town Council
 Hazelwood J
 Healey J (MP)
 Heanton Punchardon Parish Council
 Heathhall Community Council
 Hednesford Town Council
 Heley E
 Helliker L
 Help the Aged
 Help the Aged in Wales/Lloyd V
 Help the Aged/Sinclair D
 Hemingway J
 Hemingway J
 Hendry C (MP)
 Hendry G
 Henham Parish Council
 Henio S
 Hennock Parish Council
 Henry S
 Herald A
 Herald G
 Herbert JP
 Hereford A
 Herefordshire Council
 Herefordshire Federation of Women's Institutes
 Heritage BM
 Heritage P
 Herod S
 Herod V
 Herongate and Ingrave Parish Council
 Hessel L
 Hetherington MA
 Hewlett B
 Heydon GM
 Heywood J
 Hickman I&B
 Higbee C
 High B
 High Offley Parish Council
 High Peak Borough Council
 Highland Council/Clark A
 Highland Council/Edge H
 Highlands & Islands Enterprise

Highton E
 Hildersham Parish Council
 Hildersley C
 Hill A
 Hill C Venerable
 Hill H
 Hill J
 Hill M
 Hill REW
 Hill W
 Hilperton Parish Council
 Hincliffe AE
 Hindson JNR
 Hinsley BM
 Hintz N
 Hirst P
 Hitchman J
 Hitts J
 Hoare S
 Hoareau L
 Hobson ME
 Hockley Heath Parish Council
 Hockley Parish Council
 Hodges J
 Hodges SJ
 Hodges SJ/Richmond and Partners
 Hodgson N
 Hodgson S (MP)
 Hodson Mr
 Holberry GA
 Holbrook P
 Hollining J
 Hollis J/FML Public Relations
 Hollywell B
 Holm and Wideford Community Council
 Holm WRI Orkney Isles Scotland
 Holme Parish Council
 Holme Post Office & News
 Holmes Mr
 Holmes S
 Holtey Classic Handplanes
 Holton DW and HRB
 Holywell-cum-Needingworth Parish Council
 Hollywood and Newbridge Community Council
 Honour Fiancial Planning Ltd
 Hope
 Hope GD
 Hope P (MP)
 Hopewell S
 Hopewill D
 Hopkins S
 Hopton on Sea Parish Council
 Horn Mr&Mrs
 Horningham Parish Council
 Hornsby AP
 Horoen C
 Horrocks-Taylor P
 Horrold C&D
 Horsham District Council
 Hosking S/Meeth Post Office
 Houghton and Wyton Parish Council
 Hourihan K
 How R
 Howard P
 Howard RG
 Howarth D (MP)
 Howarth T
 Howett D
 Howley J
 Howse T
 Huckfield C/Tivetshall Monday Club
 Huckson A
 Hudson R
 Huges J
 Hughes HI
 Hughes I
 Hughes RM
 Hull C
 Humble LJ
 Humphreys R (MP)
 Humphries Mr&mrs
 Hunsdon Parish Council
 Hunt M
 Hunt Mr
 Hunter M
 Hurstpierpoint Trades Association
 Hush A
 Hussey D
 Hutcheson JJ
 Hutchings P
 Hutchings V
 Huxley LM
 Hyatt S
 Hyman F
 Ibbeson DB
 Ibstone Parish Council
 Icke D
 Ickleton Parish Council
 Ickleton Society, The
 Idiens Mr&Mrs
 Ierston J
 Impington Parish Council
 Ingleby Barwick Parish Council
 Insley PR/Knowle Hill Nurseries Ltd
 Iravani A/Business plus Scotland Ltd
 Irongray Community Council
 Irranca Davies H (MP)
 Irranca Davies H (MP) on behalf of constituents
 Isherwood C
 Island of Bute Community Council
 Isle of Anglesey County Council/Dunning P
 Isle of Anglesey County Council/Jones E
 Isle of Wight County Federation of WI
 Issaacs E
 Iver Parish Council
 Ivybridge Town Council
 Jack AM
 Jack C
 Jack E
 Jackman BJ
 Jackson JE
 Jackson S (MP)
 James A
 James S (MP)
 Jardine E
 Jarvis D&I
 Jeenings H
 Jeffrey J
 Jenkins J
 Jenkins JV
 Jenkins R
 Jenkins R
 Jennings H
 Jennings M
 Jewer M
 Jiggin B
 Jiggins E
 John C
 John I/Ruislip Residents Association
 Johnson D
 Johnson D
 Johnson DT
 Johnson K
 Johnson L
 Johnson M
 Johnson P
 Johnson S
 Johnson-Hill Mrs
 Johnstone GG
 Joint P
 Jones A
 Jones B
 Jones BP
 Jones BR
 Jones I
 Jones I
 Jones O
 Jones P
 Jones P
 Jones S
 Jordon A
 Jowett Mr&mrs
 Junor A
 Kalis H

Kanok Ms
 Keddie M
 Kelly C
 Kelly Mrs
 Kelly S
 Kemble and Ewen Parish Council
 Kennedy M
 Kennoway Community Council
 Kentisbury and Trentishoe Parish Council
 Kenton Mandeville Parish Council
 Kenward I
 Kerwood R
 Kettle M
 Kiltarlity Community Council
 Kincaig & Vicinity Community Council
 King B
 Kingoon Mr&Mrs D
 Kings Sutton Parish Council
 Kinoulton Parish Council
 Kirk M
 Kirklees Metropolitan Council
 Kirkwall Community Council
 Kirkwood Sir Andrew
 Kitchin JR
 Knight A/Magdalen Street Post Office
 Knight G Baroness
 Knight V
 Knott RE
 Knowles Bolton P
 Kramer S (MP)
 Lacashire City Council/Thompson W
 Lamb JM
 Lamb N (MP)
 Lancashire Association of Parish & Town Councils
 Lancashire County Council/Buddle K
 Lancashire County Council/Wardle M
 Lancashire County Council/Whipp D
 Lancaster City Council
 Lane E
 Lane Mr
 Lane S
 Langan J
 Langley CR
 Langmaid N
 Langston D
 Large J
 Largo Area Community Council, Fife
 Latham DS
 Latham V
 Launder C
 Launder M
 Laurance K
 Lavers B
 Lawrence R
 Laws D (MP)
 Lawson M
 Lawson WG
 Leach P
 Leahy L
 Leamington SPA Town Council
 Lee A
 Lee Mrs
 Lee V
 Leeds City Council
 Lees G/Roxburgh Press Agency
 Lees LS
 Leicestershire Rural Partnership
 Leigh G
 Leigh Mr&Mrs
 Lepper D (MP)
 LeSage DM
 Leslie M
 Levett A
 Levings E/Fort Augustus and Glenmoriston Business Initiative
 Levington & Stratton Hall Parish Council
 Levington and Stratton Hall Parish Council
 Levitt T (MP)
 Lewin D
 Lewis J
 Lewis L
 Lewis Mr
 Lewisham Council
 Lickfold R
 Lighthorne Parish Council
 Lilly J
 Limond J
 Limpley Stoke Parish Council
 Lincolnshire Accessibility Partnership
 Lincolnshire Assembly
 Lincolnshire County Council
 Lindfield Parish Council
 Lindford Parish
 Lindford Parish Council
 Lindsay A
 Linton N
 Linton Parish Council
 Lippett GL
 Liss Parish Council
 Lister L
 Little Abington Parish Council
 Little Downham Parish Council
 Little Gransden Parish Council
 Little Hallingbury Parish Council
 Little Leigh Parish Council
 Littlebourne Parish Council
 Littlejohn R
 Livesey A
 Livett P
 Llanarmon yn Ial Community Council
 Landegla Community Council
 Llanfihangel Rhydithon Community Council
 Llangefni Town Council
 Llangernyw Community Council
 Llewlyn Jones R
 Lloyd Jones A
 Lloyd L
 Local Government Association Northampton/Dunbar K
 Local Government Association/Bruce-Lockhard (Lord)
 Lochhead R (MSP) and Angus Robertson MP
 Lockwood JB
 Lodge P
 Lodgills GM
 London Assembly, Health and Public Services Committee
 London Borough of Lewisham
 London Borough of Newham
 Long Horsley Parish Council
 Long Newton Parish Council
 Long Sutton Parish Council
 Longbridge Deverill + Crockerton Parish Council
 Longden J/Pub is the Hub
 Longford Mrs
 Longthorpe Post Office
 Loosley J
 Lowe DR
 Lower Winterborne Parish Council
 Lowrie T
 Lowther A
 Lubbock B
 Luckett M
 Luckhurst L&M/National Business Services
 Luig Community Council
 Luker JC
 Lunan M
 Lunch A
 Lunnon S
 Macdonald Bennett T
 MacDonald E
 MacDonald H
 MacFarland S
 MacGillivray A
 MacGillivray C
 MacGregor J
 Machfillow C
 Mackay T
 Mackenzie J
 Mackie I&T
 Mackrill A
 MacMillan MW/Overton Post Office
 MacPherson G/MacPherson Electrical Ltd
 MacPherson L/Max Management Ltd
 Maddock E
 Madson K

Maidstone Borough Council
 Mail AE
 Maisemore Parish Council
 Major S
 Malcolm V
 Malone P
 Malone SE/Bettyhill General Merchants
 Maltby WM
 Maltman M
 Managhan R
 Manchester City Council
 Manklow J
 Manning D
 Manson A
 March MJ
 Marcham MO
 Markahm J
 Market Bosworth Parish Council
 Markey J
 Marks GM
 Markyate Parish Council
 Marsh W/Millhouse Green Post Office
 Marshall B&P
 Marshall G
 Marshall J
 Martin J
 Martin L
 Martin MA
 Martin Parish Council
 Martlesham Parish Council
 Marwood C
 Mary Tavy and Peter Tavy Womens Institute
 Mason
 Masters AR
 Masters I
 Mather MF
 Matthew A/Farm Crisis Network
 Matthews J
 Matthews M
 Matthews NM
 McCafferty A Reverend
 McCall Mr
 McCaul D
 McCreath CA/Inside Story
 McCullen G
 McDonald J
 McDonald JE
 McDonald P
 McDougal C
 McElliott K
 McGillis L&J
 McGivern E
 McGuinness A
 McInnes C
 McInnes S
 Mcintosh A (MP)
 McKee I
 Mckereth R&D
 McLean R
 McLeod B&M
 McLeod L
 McMillan I
 McNab C
 McNaughton F
 McVey D
 Mears
 Meatchem JVS
 Mechell Community Council
 Medd P
 Melchbourne & Yelden Parish Council
 Mells Parish Council
 Melville N
 Melvin P
 Membury Community School
 Membury Parish Council
 Mendip CAB
 Menhinick M
 Mennell S
 Mepal Parish Council
 Merched Y Wawr (Anglesey)
 Merched Y Wawr (Bontuchel)
 Merched y Wawr (Ruthin)
 Merched Y Wawr Pumsaint
 Merchiston Community Council
 Mere Parish Council
 Merrill J
 Merritt P
 Metcalf A
 Methodist Church East Anglia District
 Meton Borough Council
 Micklewaite M
 Mid Atholl, Strathtay & Grandtully Community Council
 Mid Devon District Council
 Mid Sussex District Council
 Mid-Beds Council
 Middleborough P
 Middleton E
 Middleton Parish Council
 Midlothian Council
 Midwood A
 Midwood S
 Miles A
 Miles N
 Miles RA
 Milford Haven Town Council
 Miller D
 Miller HT
 Millett R
 Millett R
 Mills F
 Milne Mrs
 Milroy P
 Milton A (MP)
 Milton N
 Ming P
 Ministerworth Parish Council
 Mitchell A
 Mitchell C
 Mitchell D
 Mitchell GB
 Mitchell J
 Mitchell K
 Mitchell N
 Mitchell W
 Mobley Mr&Mrs PJ
 Moncur GF
 Monkleigh Parish Council
 Montague Parish Council
 Moole C
 Moon M (MP)
 Moon Mr&Mrs
 Moor C
 Moore M (MP)
 Moore P
 Moore S
 Morgan AM
 Morgan C
 Morgan S
 Morris A
 Morris FJ
 Morris H
 Morrison B
 Morrison ND
 Mortimer JGM
 Moseley CWRD
 Moseley ME
 Motcombe Parish Council
 Mould H
 Moyses J
 Much Hadham Parish Council
 Mundell D
 Murby J
 Murchie R
 Murphy J
 Murray R
 Murray R
 Murray S
 Murtough K
 Murtough L
 Mustoe C/Penderyn Post Office
 Mylechereest A
 Mylor Parish Council
 Nairn SJ/SJN Consultants
 Napier A

Napier J/Chairman of Royal and Sun Alliance
 Napton on the Hill Parish Council
 Nardi R&N/Riverside Stores and Post Office
 National Assembly for Wales
 National Association of Local Councils
 National Consumer Council
 National Farmers Union
 National Partnership Forum Older People in Wales
 National Pensioners Convention
 National Pharmacy Association
 Natland Parish Council po support group
 NDMC consulting
 Neal BR
 Neal Y
 Neenton Parish Council
 Neil L/SRG
 Nelson A/Pheasant Inn
 Nelson JS & PF
 Nesting Methodist Church
 netCUDA Ltd
 Nether Kellett Women's Institute
 Nether Witton Parish Council
 New Radnor Community Council
 Newbold MN
 Newbold Mr&Mrs
 Newbold R
 Newbury M&J
 Newcombe P/Wilton Friendship Club
 Newick Parish Council
 Newport and Dinas Cross Older Persons Forum
 Newport City Council
 Newsome DD & GM
 Newton A
 Newton S
 Newton St Boswell Community Council
 Newton ST Cyres Parish Council
 Newtown St Boswells & Eidon Community Council
 National Federation of SubPostmasters
 Nichol B
 Nichols Mr&Mrs
 Nicholson C
 Nicholson J
 Nicoll M
 Nielsen D
 Nigbet Mrs
 Nimmo WD
 Nisbet A
 Niven M
 Nixon RJ
 Noble N
 Noble S
 Norfolk Rural Community Council
 Norfolk Rural Support Network
 Norham Parish Council
 Norman G
 Norman PD
 Norris D
 North Bradley Parish Council
 North Cadbury and Yarlinton Parish Council
 North Cornwall District Council
 North Devon District Council
 North District Council
 North Dorset District Council
 North East Assembly
 North East Derbyshire District Council
 North Lincolnshire Council
 North Roe Methodist Church
 North Shropshire District Council
 North Staffs Pensioners Convention
 North Sunderland Parish Council
 North Vale Parish Council
 North Wales Group of Labour MPs
 North West Leicestershire District Council
 North West Rural Affairs Forum
 North West Rural Community Councils
 North York Moors National Park Authority
 North Yorkshire County Council
 North Yorkshire District Councils
 Northamptonshire ACRE
 Northamptonshire County Council
 Northaw & Cuffley Parish Council
 Northern Ireland Rural Development Council
 Northmaven Community Council
 Northumberland County Council
 Nottinghamshire County Council
 Noyes E
 Oakamoor Senior Citizens Association
 Oakley B
 O'Brien S (MP)
 Odoson KM
 O'Flanagan P
 Ogilvie D&H
 Oliver PO
 Osborne EM
 Osborne S (MP)
 Osgathorpe Mr&Mrs
 Oswald S
 Ottaway M
 Overton Parish Council
 Owen G
 Owen G,S,M and C
 Owen S
 Owermoigne Parish Council
 Owestry Borough Council
 Oxford City Council
 Oxfordshire Association of Local Councils
 Oxfordshire Pensioners Action Group
 Oxfordshire Rural Community Council
 Pace A
 Painswick Parish Council
 Pakenham Village & Playing Field Assoc.
 Palmer T
 Pamber Parish Council
 Pamlyn V
 Panting Ms
 Parade Hangleton Sub-Post Office
 Parish Council of Norton
 Parker D/editor Valley News
 Parker K
 Parkin D
 Parkinson MH
 Parsons BL & SJ
 Parsons I
 Parsons JA
 Parsons N
 Partridge RA
 Paslen K&R
 Pasquire L
 Patching J
 Patching Parish Council
 Pate T
 Patterson DM
 Pattison D
 Pauley M
 Pawlyn V
 Paypoint
 PCS ARM Wales Branch
 Peacock P and Maureen MacMillan
 Peakirk Parish Council
 Pearce C
 Pearce JE
 Pearce P
 Pearson AR
 Pearson B
 Peasenhall & Parham Parish Council
 Peel RE/Blockley Post Office
 Pembrokeshire County Council
 Penhow Community Council
 Penney H
 Penney R
 Pensioners Forum Wales
 Penwith District Council
 Penzance Town Council
 Pepper C
 Percival H
 Perranuthnoe Parish Council
 Petch S
 Peters S
 Peterson L
 Petrie R
 Phillips B
 Phillips A
 Phillips C
 Phillips R

Phillips V
 Picard A
 Pickering JT
 Pickersgill M
 Pickett C&J
 Pickford BM
 Pierce M
 Pilling C
 Place S
 Plas Cybi Partnership
 Platten M
 Pledger
 Plewa L
 Plumridge K
 Plunkett Foundation, The
 Plymouth & SW Cooperative Society Ltd
 Podington Parish Council
 Pollard M
 Polley M
 Polley MV & G
 Port William & District Community Association
 Port William Community Council
 Porthcawl Town Council
 Postcomm/Stapleton N
 Postwatch/Banerjee M
 Postwatch/Hodder E
 Potepa S
 Potts I
 Powell R
 Powys County Council/Jones E
 Powys County Council/Morris M
 Powys Radnor Federation of Women's Institutes
 Preece K & D
 Prescott A
 Prescott D&D
 Prestbury Parish Council
 Preston A
 Prestwood Evening Women's Institute
 Price AE Reverend
 Price G
 Price H
 Price RA
 Priestner J
 Pringle M (MSP)
 Pritchard E
 Pritchard L
 Pritchard R
 Prudden Mr
 Pucklechurch Parish Council
 Pugh A L
 Pugh AL
 Pugh DE/Llanwnnen Post Office
 Pullin J
 PULLOM L
 Pulloxhill Parish Council
 Puw D
 Pwllgor Cyfiawnder Cyndeithasol ac
 Queen Thorne Parish Council
 Queennan CK
 Quendon & Rickling Parish Council
 Quin V
 Quinn K
 Quinn S
 Rabone VJ
 Radford P/Civil Service Pensioners Alliance
 Ramsey J
 Randall J
 Randall Mr
 Randolph I
 Rankine E
 Ranking CO
 Raper H
 Ray OT
 Read Mr&Mrs NC
 Reay K
 Redd L/O&M Redd & Son
 Redfern M
 Redgewell K
 RedMarley Parish Council/Cullimore B
 Redmarley Parish Council/Lambert Y
 Reece Mr
 Reed T
 Rees A
 Reffin Mr&Mrs
 Reid A (MP)
 Reid BA
 Reid Thomson R
 Renfrewshire Council
 Rennie W (MP)
 Rennison E
 Renshaw RML
 Renton M
 Renton RA
 Revelstoke Community Trust
 Rhodes ML
 Rhodes S
 Rhondda Cynon TAF
 Rhudlan Town Council
 Richardson DJ
 Richardson Mr&Mrs
 Richardson P
 Richardson S
 Richardson S
 Richardson T/Salvation Army
 Richmond-Hardy M
 Ridd H
 Rige H
 Riley MJ
 Rimmell G
 Rimmer DT/The Hai Management Co Ltd
 Rimmer PJ
 Ripley G
 Ripley G&F
 Rippon I
 Roat M
 Robbins B&D
 Roberts AL
 Roberts CA
 Roberts MF
 Roberts P
 Roberts P
 Roberts PA
 Roberts T
 Robertson CG
 Robertson H
 Robertson IM
 Robertson W
 Robinson A
 Robinson JW
 Robinson M
 Robinson RA
 Robinson S
 Robinson TH
 Robson J
 Robson V
 Rochford District Council
 Rock E
 Rock M
 Rode Parish Council
 Rogate Parish Council
 Rogers D
 Rolfe C
 Rolfe K
 Romans J
 Rooke A
 Rooke A/Punkermentality
 Rosburgh P
 Roskams R&M
 Ross B
 Ross R
 Rossendale Borough Council
 Rostherne Parish Council
 Rother District Council
 Rousay, Egilsay and Wyre Community Council
 Rouse EM
 Rowe A
 Rowley M
 Rowley WNK/Touchdown
 Roxburgh J
 Roxburgh P
 Royal Borough Selkirk & District Community Council
 Ruane C (MP)
 Rugby Borough Council
 Rural Community Council of Essex

Rural Shops Alliance
 Rural Voices Rural Choices
 Ruscoe J
 Rushmore Borough Council
 Russell AG & B
 Russell B (MP)
 Rutter D
 Ryan J
 Ryder Mr&Mrs
 Ryedale District Council
 Sadler T
 Sage WH
 SALC
 Salter S
 Sanday Community Council
 Sandown Evening Townswomen's Guild
 Sandown Town Council
 Sarjant Alan and Deborah
 Saunders M
 Saunders PJ
 Saunders RM
 Saville Roberts L
 Saward J
 Scaife M
 Scarborough Borough Council
 Schneider J
 Sclates E
 Scorroth R
 Scott AG/Village Hall Management Committee
 Scott EF
 Scott ES (MSP)
 Scott J
 Scott NS
 Scott S
 Scottish Borders Council/Hume D
 Scottish Borders Council/Scott D
 Scottish Council for Voluntary Organisations
 Scottish Disability Equality Forum
 Scottish Executive
 Scottish Women's Rural Institutes
 Scott-Thompson I Reverend
 Scotwest Credit Union Ltd
 Scully M
 Seabeck A (MP)
 Seabright V
 Sebastian J
 Sedgemoor District Council
 Seed S
 SEEDA
 Seehy S
 Selattyn & Gobowen Parish Council
 Selby District Council
 Semington Parish Council
 Sennen Parish Council
 Sevenoaks Town Council
 Seymour H
 Shamley Green Village Society
 Shaw B
 Shaw P
 Shaw R&R
 Shay Mr&Mrs
 Sheehan D
 Shelley D
 Shenley Brook End & Tattenhoe Parish Council
 Shepard M
 Shepherd RC
 Shepton Montague Parish Council
 Sherbourne Area Partnership
 Sheriff Mrs
 Sheringham Town Council
 Shetland Islands Council/Clunes A
 Shetland Islands Council/Gregson BP
 Shetland Islands Council/Hawkins IJ
 Shewan H
 Shildon Town Council
 Shillingstone parish Council
 Shinfield Parish Council/Barnes J
 Shing D
 Shiplake Parish Council/Hudson RV
 Shiplake Womens' Institute
 Shipton A
 Shirdley Hill Roadside Environment Workers
 Shropshire County Council
 Shute M
 Sibford Ferris Patish Council
 Sibley C
 Siddons G
 Silcock P
 Silk Willoughby Parish Council
 Sim M
 Simm J
 Simmonds J
 Simpson F
 Simpson J&M
 Simpson Mrs
 Sinclair M
 Singleton Mr&Mrs T
 Sisson J
 Sisson K
 Skeabost & District Community Council
 Skellett A
 Skerratt S/Scottish Agricultural College
 Skerries Community Council
 Slack S
 Slaley Community Trust
 Slate G
 Slater L
 Slaughter EP
 Sleeman J
 Smart LD
 Smaut M
 Smith A
 Smith A (MP)
 Smith C
 Smith C
 Smith D&D
 Smith E
 Smith E
 Smith EH
 Smith F
 Smith G
 Smith G
 Smith I
 Smith MJ
 Smith N
 Smith NFC
 Smith P
 Smith P
 Smith R
 Smith R
 Smith Ross D
 Smith Sir Robert (MP)
 Smith TJF
 Smith V
 Smith Y
 Smurthwaite D
 Smyth EUC
 Smyth M&P
 Smyth M/Pentre Bach Holiday Cottages
 Smyth MJ
 Smythe G
 Smytherman B
 Snape A
 Snerborne St John Parish Council
 Soames N (MP)
 Socha M
 Soham Post Office
 Somerby Parish Council
 Somerset Association of Local Councils
 Somerset County Council
 Somerton Town Council
 Sorsky JD
 Sothcott TJ
 South Ayrshire Council
 South Ayrshire Council, Rural Development Officer
 South Bucks District Council
 South Cambridgeshire District Council
 South Cambs District Council
 South Cave Parish Council
 South Derbyshire District Council
 South Gloucestershire Conservative Group
 South Gloucestershire Council/Hope S
 South Gloucestershire Council/White D
 South Green Parish Council

South Hams District Council
 South Lanarkshire Rural Partnership
 South Molton Town & Parish Forum
 South Northamptonshire Council
 South Oxfordshire District Council
 South Shropshire District Council
 South Somerset District Council
 South Staffordshire Council
 South Tyneside Council/Stewart M
 South Tyneside Council/Waggott P
 South West ACRE Network of Rural Community Council
 South Wingfield Parish Council
 South Woodham Ferrers
 Southampton City Council
 Southend-on-Sea Borough Council
 Southlake District Council
 SPARSE & the Rural Services
 Spaul DJ
 Spencer BM
 Spencer P
 Spetisbury Parish Council
 Speyside Council
 Spicer Sir Michael (MP)
 Spiers E
 Spittles L
 Spooner J
 Spratt V
 Springfield Parish Centre
 Sprouse J
 St Briavels Parish Council
 St Dominic Parish Council
 St Erme Parish Council
 St Giles on the Heath Parish Council
 St Helens Council
 St Ibbard Parish Council
 St Levan Parish Council
 St Martha Parish Council
 St. Helens Council
 Staffordshire Moorlands District Council
 Staffordshire Parish Councils Association
 Stalmans B
 Stamfordham W. I.
 Stanley L
 Stansted Mountfitchet Parish Council
 Stanton EM
 Stapleford Parish Council
 Stark VA
 Staveley with Ings Parish Council
 Stazicker D
 Stebbing J
 Stenning PD
 Stephen A
 Stephen O
 Stephens D
 Stevens C
 Stevens C/Euronova Ltd
 Stevens G
 Stevenson P
 Stevenson S (MP)
 Steward R
 Stewart A
 Stewart B
 Stewart B
 Stewart BE
 Stewart D
 Stewart Dr & Mrs R
 Stewart IJ
 Stewart MJ & RD
 Stirling Council
 Stock Parish Council
 Stoehr G
 Stoke Mandeville Parish Council
 Stoke Poges Parish Council
 Stoke St. Michael Parish Council
 Stoker S
 Stollery L
 Stone T
 Storth Community Co-op
 Stourpaine Parish Council
 Stout W
 Stowe Mr&Mrs
 Strathaven & Glasford Community Council
 Stratton JA
 Streeter M
 Stromness SWRL
 Stroud DG
 Stroud District Council
 Stroud S
 Stuart-Turner M
 Stubbs B
 Stubbs Y
 Sturdy J (MP)
 Sturry Parish Council
 Sturtevant B
 Suffolk County Council's Policy Development Panel
 for Post Offices
 Suffolk Rural Alliance
 Sullivan D
 Summers A/Orleton Post Office & Stores
 Sumner P
 Sunday Community Council
 Surani K
 Surani K/Sneinton Elements Post Office
 Swaffham Bulbeck Parish Council
 Swale Borough Council
 Swan DK
 Swan J
 Swan S/Kincraig Stores
 Swavesey Parish Council
 Sweet CJ
 Swift A
 Swift A
 Swift J&C
 Swift M
 Swift Mr&Mrs P
 Swindon and District Group of Civil Service
 Pensioners' Alliance
 Swinney J (MSP) and Peter Wishart MP
 Swinson J (MP)
 Sykes Sir David
 Tacolneston Parish Council
 Tait A
 Takeley Parish Council
 Tameside MBC
 Tanar G
 Tarporley Parish Council
 Tatham Parish Council
 Tatsfield Parish Council
 Taylor A
 Taylor A/Aquila Business Services Ltd
 Taylor D
 Taylor E
 Taylor G
 Taylor H
 Taylor K
 Taylor O
 Taylor R
 Tchaikovsky S
 Tector M
 Teignbridge Association of Local Councils
 Telford & Wrekin Council
 Temple-Fry C
 Templeton W
 Terling and Fairstead Parish Council
 Terling C of E Primary School
 Tewkesbury Town Council
 Thatcham Town Council
 Thaxted Parish Council
 Theobald IR
 Thirkill K
 Thirsk Town Council
 Thomas GM
 Thomlinson P/Maiden Bradley Post Office and Stores
 Thompson GS
 Thompson K
 Thompson K/Sanquhar Post Office
 Thompson Mr&Mrs
 Thomson C
 Thorne T
 Thornhackett Parish Council
 Thould R&S
 Threadgill J&C
 Threstic J
 Thronton AM

Thurlton Parish Council
 Thurso J (MP)
 Thwaites B
 Tickhall Parish Council
 Tidey AC
 Tidsley Mr
 Tierney S
 Titchmarsh G
 Tivetshall Parish Council
 Todd M (MP)
 Todd SF
 Toll C
 Tolley J/Limpsfield Village Store Association
 Tomkinson MJ
 Tomkotowicz A
 Tompsett J
 Torbay Council
 Tordoff A
 Torr A
 Totnes and District Sustainability Group
 Towers M
 Townsend H
 TravelWatch South west
 Travery D
 Trenfield M
 Trenfield R
 Trimdon Foundry Parish Council
 Trinder J
 Tring Rural Parish
 Trowbridge Town Council
 Try S/Welland Post Office
 Tryanor M/Oxenholme Post Office & Store
 Tuck C
 Tucker AS
 Tucker S
 Tudor E
 Tull CS
 Tulloch S
 Tully K
 Tumble Post Office
 Turbeville J
 Turnbull E
 Turner A
 Turner E
 Turvey J
 Twin M
 Twyman P
 Twynning Parish Council
 Tyler EWWW
 Tyler MA
 Tynedale Council
 Uley Parish Council/Robins RC
 Uley Parish Council/Sutcliffe A
 Underwood S
 UNITE
 Upper Tweed Community Council/Armstrong K
 Upper Tweed Community Council/Middlemass P
 URR Community Council
 Vale of White Horse District Council
 Valley G
 Vaughan B
 Veitch A
 Venamore BP
 Vernon B/Tithe Farm Oaks Works
 Vewles J
 Vidall MA
 Village Shop Association
 Voice Mr&Mrs MC
 Voluntary Action Cumbria
 Vowles J/Spar Store & Post Office
 Waaldron JA
 Waddell M&M
 Wade I
 Wade P
 Wakefield District Council
 Wakefield Metropolitan District Council
 Wakeling SC & PM
 Walford B
 Walford Mr&Mrs
 Walhest JP
 Walker C
 Walker L
 Walker N
 Walker R
 Walker T
 Walkett S
 Wallace K
 Wallace KM
 Wallace W
 Wallbank F
 Walsh D
 Walsh D and Val Holmes
 Walton Mr&Mrs
 Wandsworth Borough Council
 Wandsworth Pensioners Forum
 War Widows Association of Great Britain
 Warboys Parish Council
 Ward B
 Ward J
 Ward Mrs
 Wardlaw P
 Ware Town Council
 Wareham St Parish Council
 Wargrave Housing Association
 Warmington D&W
 Warwick Town Council
 Waterman G
 Waters KC & GA
 Watford and District Group of CS Pensioners
 Watkins R
 Watling S
 Watson GD
 Watson J&S
 Watson N&P
 Watson S
 Watson V
 Watt A
 Watters P
 Watton C
 Waverley Borough Council
 Way E
 Way Mr&Mrs S
 Wayte M
 Wealden District Council
 Webb MJ
 Webster D
 Webster MC
 Weir J
 Weir M (MP)
 Weir S
 Welbourne Parish Council
 Welch Mrs
 Wells J
 Welsh Assembly
 Welsh Group of Parliamentary Labour Party
 Welsh H
 Welton Parish Council
 Wenhaston with Mells Hamlet Parish Council
 Wernham T
 West & East Putford Parish Council
 West Ardnamurchan Community Council
 West Berkshire Council
 West D
 West Devon Borough Council
 West Dorset District Council
 West Dorset Partnership
 West Dunbartonshire Council
 West Lancashire District Council
 West Lindsey District Council
 West Mr
 West Oxfordshire District Council
 West Somerset Council
 West Sussex County Council
 West Wales Pensioners Alliance
 West Wiltshire District Council
 West,Nigel/Liam/Laura and Jean Bell
 Westbury on Severn Parish Council
 Western Isles Council
 Weston & Basford Parish Council
 Weston Colville Parish Council
 Whalsey Community Council
 Wharton P
 Wharton RP
 Whitaker V

Whitby R
 Whitby S
 Whitchurch Town Council
 White CG & KM
 White DB & CA
 White J
 White M
 White P
 White S
 White S/One Voice Wales
 Whitecroft Community Association
 Whitehead P
 Whitehouse J
 Whiteley J
 Whiteside Mr&mrs MR
 Whittington D
 Wickham Market Parish Council
 Wickham St Paul Parish Council
 Wicks EH
 Widdrington Station + Stabswood Parish Council
 Wigan Metropolitan Borough Council
 Wigman MA
 Wild ED
 Wild R
 Wilkes J
 Wilkinson P&W
 Williams A
 Williams E
 Williams J
 Williams K
 Williams LE
 Williams Mrs
 Williams Mark
 Williams N
 Williams R (MP)
 Williams TG
 Willing D
 Willington Parish Council
 Willis F (MP)
 Willis P
 Willis R
 Willis S/R3N
 Wills D
 Wilmot AE
 Wilsdon C
 Wilson A
 Wilson G
 Wilson GE
 Wilson J
 Wilson J
 Wilson J
 Wilson J
 Wilson JD
 Wilson JL
 Wilson L
 Wilson M
 Wiltshire County Council
 Winchelsea Community Office
 Winchester City Council
 Windermere Town Council
 Windmuller L
 Windsor Mr&Mrs
 Winkleigh Parish Council
 Winnington E
 Winterburn P
 Wishart JF & DL
 Witley Parish Council
 Wokingham District Council
 Wolverhampton City Council
 Wonersh Parish Council
 Wood J/Highland Archaeology Services
 Wood M
 Wood RE
 Woodchester Parish Council
 Woodham Water Parish Council
 Woods PJE
 Wookey S Reverend
 Woollcott N
 Woolley LAD
 Woolsey EA
 Worcestershire Chaplaincy for Agricultural and Rural Life
 Worcestershire County Council
 Wotherspoon T
 Wreay IM
 Wright C
 Wright DE
 Wright H
 Wright J
 Wright J
 Wright LB
 Wright M
 Wright R
 Wright W
 Writtle Parish Council
 Wyatt Mrs
 Wyatt RJ
 Wychavon District Council
 Wylam J Reverend
 Wynn C
 Wyre Borough Council
 Wyre Forest District Council
 Wythall Parish Council
 Yarrow F
 Yeatman Biggs N
 Yendell DM
 Yendell Mr&Mrs DG
 York Conservatives Association
 Yorkshire & Humber Rural Community Councils
 Yorkshire and Humber Assembly
 Young H
 Younger S
 Yoxford Parish Council



Printed in the UK on recycled paper containing a minimum of 75% post consumer waste.
First published May 2007. Department of Trade and Industry. www.dti.gov.uk
© Crown Copyright. This publication is Crown Copyright but may be reproduced without formal permission or charge
for personal or non-commercial use subject to the source being acknowledged.

**ARGYLL AND BUTE COMMUNITY
PLANNING PARTNERSHIP
MANAGEMENT COMMITTEE**

13TH JUNE 2007

SCOTLAND/IRELAND EUROPEAN INTERREG PROGRAMME 2007-13

1. SUMMARY

- 1.1** This report provides an update on the progress of the Scotland/Ireland Cross Border Interreg programme (2007-2013) and opportunities for project development.

2. RECOMMENDATIONS

- 2.1** That CPP members note the potential of the programme to support projects which could contribute to strategic objectives, particularly in relation to service delivery.

3. BACKGROUND

- 3.1** The European Commission is currently preparing European funding programmes for the 2007-13 period. Included in those programmes are a series of INTERREG programmes, which fund interregional co-operation projects between European countries and regions.
- 3.2** A Scotland/Ireland cross border INTERREG Programme has been developed for the first time, and consultation responses are currently under consideration. The eligible areas are shown on the attached map. It is anticipated that the programme will invite applications for the first round of funding in autumn 2007. This will be followed by a series of application deadlines until 2014, or until the funding is committed. There is a small amount of funding available for preparatory projects to allow potential partners to meet and to discuss the merits of progressing a project idea.
- 3.3** The draft Cross Border INTERREG programme has 2 priorities:
- 1 - Co-operation for a prosperous cross border region
 - 2 - Co-operation for a sustainable cross border region
- 3.4** Priority 1 contains scope for project development based on enterprise and tourism, both focussing on the development of employment, business and the improved performance of the tourism industry.
- 3.4** Priority 2 contains scope for project development in the exchange of expertise, information and best practice between public bodies and other stakeholders. It will specifically support strategic

collaborative approaches that will address service delivery and the promotion of sustainable communities. This Priority will also support infrastructure projects relating to telecommunications, transport, energy, waste, utilities and the environment.

- 3.5 There are a number of potential projects under development, the most advanced of which is a sailing project, involving a range of partners including HIE/AI and Argyll and Bute Council. This will support the expansion of sailing tourism throughout the coastal areas of Argyll and Bute, Ayrshire and Ireland.
- 3.6 There is also a strong desire to see the Campbeltown Ballycastle Ferry supported by the programme in some way.
- 3.7 In addition, Donegal County Council are very interested in developing projects related to service delivery on islands, a proposal which is still in the early stages.
- 3.8 Other partners may be aware of other project proposals which are under development.

4. CONCLUSION

- 4.1 The Cross Border Programme presents an opportunity to strengthen relationships with areas in Ireland, whilst taking advantage of a new funding stream. The Council's European Unit is available to offer advice and support for partners who would like to consider applying for funds (see contact details below).

5. IMPLICATIONS

- Policy:** The new programme will enable delivery of projects which contribute to the overall CPP aims and objectives.
- Financial:** Projects will be eligible for grant assistance of up to 75%. The total programme funding available is £170 million.
- Personnel:** Existing officer time will be allocated to project development
- Equal Opportunity:** The programme has equal opportunities as a horizontal theme.

For further information contact: Mary Louise Macquarrie/Jane Fowler

Telephone 01700 502252

Map of Cross-Border Programmes between the UK & Ireland

This map illustrates the eligible areas for both the **Ireland/Northern Ireland/Scotland** Programme from 2007 to 2013 and the **Ireland-Wales** Programme.



This page is intentionally left blank

ARGYLL AND BUTE COUNCIL**COMMUNITY PLANNING MANAGEMENT
COMMITTEE****CHIEF EXECUTIVE'S****13 JUNE 2007**

EQUALITY IMPACT ASSESSMENT

1. SUMMARY

- 1.1 Argyll and Bute Council has produced an Equality Impact Assessment toolkit that can be used by partner organisations. This report describes how the toolkit was developed, outlines the process for Equality Impact Assessment and sets out the process for rolling out the toolkit.

2. BACKGROUND

- 2.1 Public authorities have a statutory duty to promote equality and as part of this need to carry out impact assessments in terms of race, disability and gender. All policies and functions should be impact assessed to ensure that they do not have a negative impact on people in the different equality target groups.
- 2.2 Equality Impact Assessments should help to develop more customer-led services by involving people in the assessment process. This also helps to encourage greater openness about policy-making.

3. EQUALITY IMPACT ASSESSMENT (EqIA)

- 3.1 The EqIA is a forward-looking planning tool that allows us to:
- Engage with communities
 - Assess the impact of our work on diverse groups of people within communities and take action where there are any negative impacts
 - Monitor the affects of our functions and policies over time, and take action where there are any negative impacts.
- 3.2 All new functions and policies need to be assessed and the Council also has a programme to review its current policies and functions. Equality Impact Assessments are carried out by policy makers, managers and lead officers in consultation with relevant groups, individuals and partners.
- 3.3 Equality Impact Assessments focus on people who are at risk of discrimination and social exclusion. Equality Target Groups are:
- | | |
|--|--|
| • Black and Minority Ethnic (BME) people | • LGBT (Lesbian, Gay, Bisexual, Transgender) |
| • Disability | • Belief (religious or political) |
| • Gender | • Age (younger and older) |

4. DEVELOPING THE TOOLKIT

- 4.1 The toolkit was developed by, firstly, reviewing equality impact assessment toolkits used by other public sector organisations and the guidance produced by the equality commissions. The Council's Policy and Strategy team worked with the Best Value Network to draft the Equality Impact Assessment Toolkit. Discussions were held with other councils about their approach and the user feedback that they had received. A development day was held to trial the draft toolkit and to provide an opportunity for input from users.
- 4.2 The result is a simple process that officers find easy to use and therefore it is more likely to be used.

5. ROLLING IT OUT

- 5.1 Within the Council, half-day workshops have been held to train officers who will carry out Equality Impact Assessments. The Improvement Service has promoted the toolkit via its website and has supported a workshop for other local authorities who had expressed interest in using the toolkit. Communities Scotland has also offered to support an equalities training event for community planning partners to include a workshop on the toolkit.
- 5.2 There is a requirement for service users, project partners, and officers with knowledge of the policy, function or project, to be involved in the impact assessment process. The Council's Policy and Strategy team can provide support for consultation and research and help officers to access relevant data.
- 5.3 The results of Equality Impact Assessments are reported to elected Members through the normal committee papers process. There is also a half-yearly report to the Strategic Management Team and a list of assessments carried out will be published on the Council's website.
- 5.4 Community Planning Partners are welcome to use the Equality Impact Assessment toolkit.

6. CONCLUSION

- 6.1 In conclusion, the Council has developed an Equality Impact Assessment toolkit in order to improve services. The process of developing the toolkit involved the officers who were going to use it. The result has been a simple and easy to use Equality Impact Assessment process. The toolkit has been shared with other local authorities and with community planning partners in Argyll and Bute.

Engaging Children and Young People in Community Planning

Proposal to Community Planning Partnership Management Committee

The Argyll and Bute Dialogue Youth Project was one of the four initial Dialogue Youth/ Young Scot pilot projects, and is now moving into year 5 of the initiative.

Dialogue Youth was designed to promote inclusion among young people in the development and provision of local services. The idea is that young people have a real and effective say in all the services that affect them, and how they are designed and delivered, as well as what's still needed in communities. Dialogue Youth is not a 'project' or a short term answer; it's a whole new approach to connecting with young people and encouraging them to be informed and active citizens.

An integral part of the initiative is that it is increasingly recognised that involving young people in the design and development of services will increase their interest and subsequent participation.

Dialogue Youth has the opportunity to make a significant contribution to community planning by providing a meaningful platform to enhance partnership working, delivering co-ordinated services and information to young people while promoting active citizenship.

The Young Scot package can bring significant benefits in relation to service delivery by improving access to information, presented in formats that are valued by young people. It has acknowledged credibility with young people and is a sound base on which to build new services. The project provides those who work with young people with quality resources in terms of the portal; with a local dimension, Young Scot books, magazine, sms messaging, online consultations, pod casting etc.

The Young Scot Loud + Clear consultation toolkit is currently being used to look at young people in Argyll and Bute's interest in community planning using an online survey.

It is planned that the 2007 Young Scot conference will be used to look at the role of Dialogue Youth in Argyll and Bute, how partners can use the concept of Dialogue Youth to their organisations/departments benefit; using the trusted branding and resources of Young Scot, and also looking at the benefits for young people.

Due to the huge opportunity for partners to engage in the process of Dialogue Youth, I propose that I, Roanna Taylor, Young Scot/ Dialogue Youth Co-ordinator attend the next Community Planning Partnership Management Committee to give a full presentation on the possibilities for partners engaging in Dialogue Youth.

This page is intentionally left blank

Community Planning Management Committee – 13 June 2007

HI~Arts: development project for Argyll & Bute

HI~Arts (Highlands & Islands Arts Ltd) has been working with Argyll and Bute Council and Argyll and the Islands Enterprise since the original Argyll Arts Audit in 1994. More recently we have been in discussion with both these bodies to explore a development initiative for Argyll & Bute, bearing in mind the potential legacy of Scotland's Year of Highland Culture and the recommendations pending within the Culture Bill.

Our intention is to undertake a research programme with a view to developing the following:

- An internet resource for the Arts in Argyll & Bute, with online resources, an events listing and news editorial;
- Suitable project branding and marketing;
- A representative members Forum or advocacy group;
- A viable business plan for the sustained growth of the project beyond the pilot phase.

In February 2007, the HI~Arts web site acquired 1,567,641 unique visitors with over 77,000 visits to Events Details. A new Argyll-specific site would naturally receive significant traffic from HI~Arts, in addition to new visitors from stand alone promotion of an Argyll site. Between 1 January and 31 October 2006, 549 separate events from the Argyll and Bute area were included in our online Events Guide. We would expect to be able to increase that number by 50%.

It is important to stress that the results of our work will be directed by the specific needs and wishes of the arts community. Therefore the objectives listed above are, at present, subject to discussion rather than guaranteed outcomes. However, we are keen to inform the Community Planning Partnership of the project, particularly as both Argyll & Bute Council and HIE Argyll & The Islands have worked with us in getting consultation under way.

We have begun some preliminary discussions with arts organisations and festivals, working from a contact list developed between HI~Arts and Argyll & Bute Council Arts Development Officer Eileen Rae. Resources will be unlikely to permit direct consultation with individual artists but we will be looking at how to develop a mechanism of locally based representation if a Forum is established.

While we wholeheartedly support the individuality of arts and cultural organisations, including events and festivals, there could be a case for exploring collaborative marketing, looking to Argyll's rich but in many ways under exploited cultural heritage.

HI~Arts is a Foundation Client of the SAC and jointly core funded by Highlands & Islands Enterprise. At the present time, Argyll & Bute Council has kindly agreed funding towards expenses likely to be incurred for research and development. HI~Arts will be contributing staff time and initial web site costs from its own resources.

Contact for further information:

John Saich

john@hi-arts.co.uk Tel: 01546 810308

HIGHLANDS & ISLANDS ARTS LTD

Suites 4 & 5, Fourth Floor, Ballantyne House, 84 Academy Street, Inverness IV1 1LU

Tel: 01463 717091

www.hi-arts.co.uk

This page is intentionally left blank

Argyll and Bute Community Planning Partnership

Health and Well Being Theme Group (HWTG) Update

Good progress has been made on the review of the HWTG since the last report. It is felt that there is value gained from meeting as a group and Terms of Reference for the group have been drafted (see next page). The Management Committee is asked to approve those Terms of Reference. A sub group has been formed to take some of the more routine matters allowing the wider group to have time to discuss more strategic issues.

Review of the HWTG has also led to review of the co-ordination of the Local Public Health Networks (LPHNs). The role and remit of the Co-ordinator has been agreed. As previously noted some of the LPHNs are functioning better than others and action has been agreed to provide specific support for those networks that have additional needs.

A number of the Health Improvement Fund (HIF) projects (fully or partly funded by HIF) had completed recent evaluation. The total value of HIF monies spent by the projects was £38,300. The range of monies dispersed was £600 - £15,000. The main themes that money was directed towards were:

- Community capacity and knowledge
- Tackling social isolation for vulnerable groups, particularly older adults
- Increasing integration of public health work at a local level
- Physical activity
- Support for domiciliary patients and carers
- Healthy eating
- Social skills

Elaine C Garman
Chair, Health and Well Being Theme Group

This page is intentionally left blank

TERMS OF REFERENCE

Meeting Title: Health and Wellbeing Theme Group

Meeting Remit

To work together with agencies and communities to improve health and wellbeing for everyone in Argyll and Bute. The Group will work together in partnership and develop, implement and evaluate the Joint Health Improvement Plan (JHIP).

Reporting and Accountability

Reports directly to Community Planning Partnership (CPP) Management Team and full CPP

All Stakeholders

| Designation | Rep attending at HWTG meetings | Name |
|---|--------------------------------|---|
| Local public health networks x 7 | x | |
| A&B Council Head of Integrated Care | | Jim Robb |
| Community Safety Partnership | x | Gordon Anderson |
| Domestic Abuse Partnership | x | |
| Community Learning and Regeneration | x | Felicity Kelly |
| Community Councils | x | John White |
| Dialogue Youth | x | Roanna Taylor |
| Communities Scotland | | |
| NHS Highland Public Health Specialist/Consultant Public Health Medicine | x | Elaine Garman |
| NHS Highland Public Health Practitioner | x | Ann Campbell |
| A&B Council Health Development Officer | x | Susan Dawson |
| A&B Council Community Planning Manager | x | Eileen Wilson |
| Strathclyde Police, LALO | x | Gordon Anderson |
| Argyll CVS | | Peter Minshell |
| Healthy Living Centres x 3 | x | Yennie van Oostende/Carol Muir/ Diane Mackenzie |
| Education service | x | |
| Strathclyde Fire and Rescue | x | Verina Litster |
| Argyll and Bute Drug and Addictions Team | x | Dave Greenwell |
| Argyll Community Housing Association | x | Gillian McInnes |
| Homelessness/Community Regeneration | x | Moirra Macdonald |

Quoracy

There must be a minimum of 5 members of HWTG present to make the meeting quorate. In the event of a meeting not being quorate, then the meeting may proceed; any issues or recommendations being made would be subject to agreement by other members. This agreement could be reached either at the next meeting, or if the decision was urgent, then it could be reached by emailing the group members.

Any subgroup should have a minimum of 3 people present to make the meeting quorate.

Agenda Setting

Agenda and papers will be circulated seven days in advance of the meeting. Agenda items and papers for the meeting should be submitted to the Chair for circulation at least two working days prior to circulation of the papers to the Group. The approved minutes will be distributed to the full stakeholder group. The list of dates and times of meetings will be agreed at the start of the calendar year.

Administrative Arrangements

Administrative support will be provided to the Chair by that agency's clerical staff.

Work Programme

| Date | Regular Business | Special Items |
|--|--|----------------------------------|
| 6 weekly meetings with representation from local public health networks at every other meeting | JHIP action plan delivery <ul style="list-style-type: none"> • Strategic issues • Update from local public health networks at alternate meetings • Financial update on the Health Improvement Fund (HIF) from the HIF sub group • Lessons learned from HIF funded projects • CPP Management Team actions/reports • Monitoring and evaluation | Development and updating of JHIP |
| | | |

Date TOR Agreed:

Review Date:

**Report on the April 2007 meeting of the Argyll and the Islands
Local Economic Forum to Argyll & Bute Community
Planning Partnership**

Ken Abernethy updated the group on the major projects which HIE Argyll and the Islands (HIE AI) are pursuing.

The Marine Science initiative, which revolves around SAMS and the cluster of small biotechnology companies, should progress as the objections to the local area plan have been withdrawn. Planning permission for the Dunstaffnage site has been sought. The proposed development should include halls of residence and the opening up of estate land for further housing, the latter as part of the North Argyll Initiative run by Argyll and Bute Council. The impact of the expected population increase in the area should be recognised by community planners with specific regard to health services.

Argyll and Bute Council have put the Argyll Air Services out to tender. This will involve airlinks to Coll, Colonsay and Oban. It is anticipated that there would also be a daily air passenger service from Oban to/from Glasgow and this should benefit the marine science initiative, opening up easy access to international air routes.

A number of initiatives have been undertaken during the year to engage closely with local businesses within the National Park area, covering, amongst other things, the waterfront development, town centre improvements and environmental assets.

Jura and Coll remain within the Initiative at the Edge programme and both have developed healthy community groups that have challenging projects in mind. Although Colonsay is no longer in the scheme, HIE AI would continue to give support according to need.

HIE has produced an Economic Update publication and the contents were reviewed by the LEF group. The population of Argyll and the Islands increased 1.7% from 2001 to 2005. The median house price in Argyll and the Islands in 2005 was £82K compared to £88K in the Highlands and Islands. There were 5.5 new start ups per 1000 population in 2005 compared to 4.7 in the Highlands and Islands.

There was some discussion about unemployment rates and the dependency of the tourism sector on seasonal migrant workers. It was agreed that there are local variations in the number of unemployed available seeking work.

Unemployment in the LEF area was covered by Ken MacTaggart during his presentation. The figure for February 2007 was higher than for the previous months and is expected to top out in March. Overall, the unemployment figures are neither as high nor the fluctuation as great as in previous years, probably as a result of the seasonal migrant workers.

New business formation is counted by the LEF when a new business bank account is opened. Although there was a drop in early 2006, the numbers of new starts picked up by the end of the year. This corresponded closely to a change in HIE policy and also indicated high penetration by HIE AI in the new starts sector.

Broadband coverage was discussed. The problem appears now to be one of capacity, particularly for some areas on Mull.

This page is intentionally left blank

**ARGYLL AND BUTE COUNCIL
CORPORATE SERVICES**

**COMMUNITY PLANNING
MANAGEMENT COMMITTEE**

13th June 2007

BUTE AND COWAL COMMUNITY PLANNING

1.0 SUMMARY

1.1 This report outlines recent progress in taking forward localised Community Planning in Bute and Cowal.

2.0 RECOMMENDATION

2.1 The Management Committee is asked to note the contents of the report and to consider the request for partnership funding for development of the talk site website.

3.0 DETAIL

3.1 The Committee will recall that following evaluation of community planning in the Bute and Cowal area it was agreed that each of the five themed issues raised at the seminar held in Strachur in December 2006 would be progressed where possible by an existing partnership group, and that a small management group would track progress of issues and provide feedback to those who attended the seminar, community groups and any other interested party. It was further agreed that feedback would be provided by way of a 6 monthly newsletter, and that a follow up/further planning seminar would be held in late 2007.

3.2 Progression of actions has been taking place over the 6 month period since the Strachur seminar, and the management group will be meeting in late June to collate progress reports and ensure these are issued during the Summer to all attendees. At this time people will also be asked to start considering the issues which they would wish to see discussed at this year's seminar, likely to be held in late November.

3.3 In relation to progressing the clearly expressed desire of the seminar in Strachur for better communication amongst partners and community groups and the need to develop effective consultation tools for the areas groups and community organisations, the Bute and Cowal Community Planning Management Group is proposing to undertake a pilot initiative to develop a talk site website as a consultative tool, and to enable community groups to publicise their work and activities. The site enables groups to publish ideas which they are developing for their community/group, and for members of the community to give feedback, both positive and negative, in relation to ideas and initiatives. It is envisaged that the provision of such a website would prove very successful in an area such as Bute and Cowal, particularly among young people and groups, who frequently are unable to communicate their ideas and developments face to face due to their rural location.

To progress this, investigations were carried out into where this type of toolkit has been effectively developed, and a very effective community talk board exists at www.dennistoun.co.uk. The group have met with the person responsible for the development of the Dennistoun site, who has provisionally agreed to set up a similar site for the Bute and Cowal area.

The set up of such a site would require identification of a lead client (likely to be the local community planning group), and an overall editor for the site who would act as a gatekeeper and agree which groups could run the individual pages. Thereafter page editors would need to be identified for every organisation who wished to have a page on the site, these editors taking responsibility for the content of their individual web page. It is envisaged that page editors could be from Community Councils and other Community groups.

The cost of the ICT to set up a community talk board would be £500 and there would then be the initial costs of setting up the structure to run, monitor and maintain the site. Communities Scotland have agreed to provide £1000 towards set up and early costs of the initiative, provided match funding is made available from partner organisations.

The provision of such an innovative community development and consultation tool is seen as significant in developing localised community planning and cross working in a rural area such as Bute and Cowal, and the Community Planning Management Committee is asked to consider favourably this request for partnership funding of £1000 to enable the pilot development to proceed.

For further information contact: Shirley MacLeod, Community Planning Pilot
Co-ordinator 01369 704374

Date: 23rd May 2007

Initiative at the Edge Base Report

| | |
|------|--------------|
| Area | Isle of Jura |
|------|--------------|

Contacts - Please list all relevant contacts (Ensure people listed are actual people who will be able to deal with Initiative business)

| Local Development Officer | | Community Group | | Agency | |
|---------------------------|--|--|---------|--------|---------|
| Name | Address | Name | Address | Name | Address |
| Deborah Bryce | Jura Service Point School House Craighouse Isle of Jura PA60 7XG | Dick Mayes (Chairman) | | | |
| E-mail | Deborah.bryce@argyll-bute.gov.uk | Lealt Isle of Jura | | E-mail | |
| Tel | 01496 820161 | dick@lealt.waitrose.com | | Tel | |
| Fax | 01496 820162 | 01496 820330 | | Fax | |
| Mobile | | | | Mobile | |

Please use the space below to indicate any past, current and future projects for your area/s. Outlining the status and progress of the specific project

| Action | Target | Indicator | Progress |
|-----------------|---|-----------|---|
| Passenger Ferry | Put in place a summer only passenger ferry from Craighouse, Jura to Crinan. | On-going | We have decided to go ahead with service beginning 2nd July until 28th September IF we can secure further revenue subsidy, otherwise will need to run to amount we have. |

| | | | |
|---|---|----------------------|---|
| | | | <p>Unfortunately RSPA money cannot be used toward revenue. NOT ENOUGH REVENUE FOR THREE MONTH TRIAL. Only have 20,000 in place need a further 8-10,000. Could any remaining RSPA money be used to aid with infrastructure at Craighouse? David Crook, marketing correspondent will be in touch with Debs to discuss the way forward – need to advertise ASAP!! Pontoons and moorings project no longer responsibility of AIE. JDT have taken on responsibility and have to find 10% of total cost which is estimated at 170000k Planning for infrastructure at Crinan approved. Go ahead has been given to put infrastructure in place.</p> |
| <p>Parking Area next to Village Hall, Craighouse.</p> | <p>To complete a parking area for approx twenty cars</p> | <p>On-going</p> | <p>Private engineer carried out a topographical survey of the area end of January. Drawings completed Feb 7th, to be sent out to tender for costs. Ardfin Estate agreed to the hand over of land. Land registry layout plans to be sent to Solicitor to draw up deeds/ transfer of land (March). Planning permission for the car park will be submitted together with that for the Antlers. We are hoping that the Big Lottery will fund 50% of the costs and are looking for contributions from other organisations at present total costs is in the region of £60-70k.</p> |
| <p>Roads and Passing Places</p> | <p>To upgrade roads and passing places</p> | <p>Work underway</p> | <p>ABC agreed to the upgrading of passing places by a local contractor. Survey complete. Work underway, 20 passing places complete so far a further 20 required.</p> |
| <p>Beach Clean</p> | <p>Up keep of our shorelines and beaches throughout from Feolin to Ardfarnal.</p> | <p>On-going</p> | <p>April beach clean raised £600 pounds. Application for match funding in to Diageo to help with community marquee and swimming trips to Islay for the school kids.</p> |
| <p>Crofting Land</p> | <p>Bring more families to Jura.</p> | | <p>Looking at the possibility of creating new crofts. The new Crofting Bill will be enacted in two phases. The first, in June of this year, will introduce the ability to create new crofts and allow the Commission to deal with neglected croft land. The second phase will be introduced in January 2008 and includes covering the</p> |

| | | | |
|-------------------|---|----------|---|
| BT Internet | Upgrade exchange on island to help self employment | | regulatory work of the Commission. Letter sent to Scottish Executive and BT of those who have no broadband access and those with difficulties that should be able to receive broadband. |
| Regeneration Plan | An umbrella venture incorporating seven projects within Craighouse area | On-going | Document and illustration of seven projects happening and proposed for the Craighouse area collectively known as the 'Regeneration Plan' all assisted by various community groups, these are; <i>Jura Development Trust</i> - Antlers tea-room & interpretation centre, Pontoons & moorings and Bio-fuel. <i>IatE</i> - Car park & recreational are and Direct mainland Passenger ferry service. <i>Village Hall Committee</i> - Village Hall refurbishment <i>Jura Community Business</i> - Workshops. Full funding application to be submitted to The Big Lottery Fund by Jan. OPF has been approved for Antlers and Car Park. |

Please indicate any projects past, present and future and outline amount, if any, of funding approved and the amount of funding spent

| Project Title | Funding Approved | Funding Spent |
|----------------------|------------------|---------------|
| Beach Clean April | £750.00 | £750.00 |
| Beach Clean August | £225.00 | |
| Beach Clean April 07 | £600.00 | |
| Development Plan | £10,000 - | |
| " | | £198.16* |
| | £ | £ |

Please list below any pending media coverage or recent media coverage providing a details of who provided the media coverage – if possible

| Media Coverage | Details of media coverage | Contact details |
|----------------|--|--|
| Jura Joffings | 101 island recipients 175 mainland recipients | We continue to report our progress in our local newspaper. |

| | | |
|--|--|--|
| | | |
| | | |

List any local links that you would want to see on the Initiative at the edge website:

Any other information

£750 raised from April Beach Clean. £300 awarded to Playground Association, £300 to School Board for trips and £150 to Jura Badminton Club.

£198.16 spent for the investigation carried out on the land ownership of the foreshore.

£225 raised from August Beach Clean. £200 to be used to produce large display boards for exhibitions in hall. £25 remains as kitty for next clean – food and drink.

£600 raised from April 2007 Beach Clean

Date Sent: 21 May 2007
 Date Returned:
 Date Logged:

Initiative at the Edge Base Report

| | |
|------|--------------|
| Area | Isle of Coll |
|------|--------------|

Contacts - Please list all relevant contacts (Ensure people listed are actual people who will be able to deal with Initiative business)

| Local Development Officer | | Community Group | | Agency | |
|---------------------------|--|-----------------|---|---------|--|
| Name | | Name | | Name | |
| | Fiona Carswell | | Development Coll | | |
| Address | Middle Pier Arinagour Isle of Coll PA78 6SY | Address | Peter Isaacson Uig Cottage Isle of Coll PA78 6TB | Address | |
| E-mail | developmentcoll@btconnect.com | E-mail | isaacson@isleofcoll.org.uk | E-mail | |
| Tel | 01879230000 | Tel | 01879230491 | Tel | |
| Fax | 01879230000 | Fax | 01879230272 | Fax | |
| Mobile | | Mobile | | Mobile | |

Please use the space below to indicate any past, current and future projects for your area/s. Outlining the status and progress of the specific project

| Action | Target | Indicator | Progress |
|------------------|---|-----------|---|
| Community Centre | To build a multifunctional building combined with a new primary school to include, service point, library, catering, sports facility, archive collection, meeting rooms, workshops, exhibition space. | On-going | <p>Received £10,000 'Investing In Ideas' from lottery, to fund feasibility study, business plan, architects fees and to have land valued. This will lead up to applying to Big Lottery 'Growing community Assets' Our aim is to raise £50,000 from community effort.</p> <p>Received £300 seed corn money towards the printing of 2000 leaflets. They will be handed out at all community events, also to visitors and put into discover Coll leaflets. Info on leaflet includes, how the community will benefit from a new Comm. Centre, what support we need, how to donate and how our money will be spent.</p> <p>P.S. Waverley visit to island raised in excess of £600 between donations, handing out leaflets and selling t-shirt/t-towels. Huge community support and donations in kind. Article in Oban Times and Press and Journal.</p> <p>Next fundraising event being organised for July 14th annual garden party.</p> |
| Recycling group | | On-going | <p>Bag for life design ordered 1000 bags to sell which will potentially raise in excess of £2000 for the group looking at using some seed corn money to match fund with grab trust money.</p> |

Looking into removing old vehicles that are too expensive to send off island. There fore they are left at various points on the island. In contact with car take back who will remove vehicles still in tact for free, now looking for local contractor to actually remove them.

| | | | |
|----------------------|---|-------------|---|
| Play Park | To seek up to £20,000 to £30'000 funding to purchase safe equipment, and lay protective ground matting. | Spring 2008 | Looking to apply for funding from 'awards for all', 'Scottish Community Foundation', 'McRobert Trust' and 'children in need' Various fundraising events throughout year in hope to raise in excess of £4,000 main event being the ½ marathon being held on Coll in late August. Fiona Kennedy and Moira MacIntyre (members of Coll community) have just walked 95 miles of West Highland Way raising £1,800 to be split between Play park and Coll senior's social club. |
| Renewables | Investigate sources to provide a sustainable income (community wind turbine) | On-going | Working with HICEC to conduct initial scoping study and feasibility study. |
| Village Improvements | Looking into putting down safe footpaths to school/amenities, at present people have to walk on narrow grass verge with deep ditch on either side. Impossible for elderly and buggies, and not safe | On-going | Initial thought of applying to A&BC safe routes to school may not be possible, received e-mail from roads department stating that because of the costs involved and the small number of pupils who walk it, it is unlikely to be addressed in the short term. With direction from funding partners will look into Paths for all, and Green spaces for possible funding. |
| | | | |
| | | | |

Please indicate any projects past, present and future and outline amount, if any, of funding approved and the amount of funding spent

| Project Title | Funding Approved | Funding Spent |
|------------------------------------|------------------|---------------|
| Printing Community centre leaflets | £300 | £ |
| | £ | £ |
| | £ | £ |
| | £ | £ |
| | £ | £ |

Please list below any pending media coverage or recent media coverage providing a details of who provided the media coverage – if possible

| Media Coverage | Details of media coverage | Contact details |
|------------------------------|---|-----------------|
| Oban Times/Press and Journal | P.S Waverly visit to Coll Raising over £600 for Coll Community Centre | |
| Oban Times/Press and Journal | Fiona Kennedy and Moira sponsored walk 95 | |

miles of West Highland Way raising £1800 for
the Coll seniors social club and play park

List any local links that you would want to see on the Initiative at the edge website:

Any other information

Date Sent:
Date Returned:
Date Logged:

This page is intentionally left blank