

MAYOR OF LONDON

Caroline Russell AM
Chair of the Meeting
AssemblyChair@london.gov.uk

Our ref: MGLA191224-6838

Date: 14 April 2025

Dear Caroline,

London Assembly (Plenary) Meeting 5 December 2024 – Motions

Thank you for your letter about the motions agreed at the London Assembly (Plenary) meeting on 5 December 2024. My reply to motion 3.5 is below and I am sorry for the delay in responding.

Motion 3.5 – Save Our London Post Offices

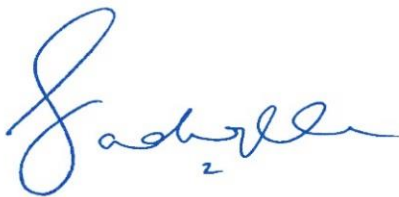
The way people bank has evolved rapidly, and the pace of change towards digital services continues to accelerate. While many businesses and individuals are realising the benefits of these changes, I agree with the Assembly's concern that some Londoners may feel unable to access services in this way.

Our high streets remain a central feature of our economic and civic life. Londoners who cannot access online financial services need convenient high street alternatives, including banks, standalone post offices, or post office branches co-located with other businesses.

While the location or closure of specific branches is a matter for the Post Office, over which I have no regulatory powers, the London Growth Plan highlights the need for essential services to be accessible on London's local high streets. I encourage the Post Office to ensure its operating models and future strategies for providing in-person banking services are inclusive and accessible. This should be based on fully considering the needs of all communities, business owners and visitors to London.

Separately, my 'Get Online London' programme is reducing digital exclusion by supporting Londoners with access to devices and digital skills courses through the Learn My Way platform. Further guidance to help Londoners to access and manage their money and navigate the wider cost of living pressures is [available on the GLA website](#).

Yours sincerely,



Sir Sadiq Khan
Mayor of London