

## CASE STUDY

# La Poste contributes to the availability of public services within 20 minutes from home: the postal network's role in France Services

La Poste plays a central role in France's ambitious "France Services" initiative, originally launched as "Maisons de Services Au Public". This government-led programme aims to bring public administration closer to citizens by ensuring that everyone can access essential government services within 20 minutes of their home. France Services centres are hosted by a range of entities, including local authorities, community associations, and prominently, La Poste's network of post offices. Based on research team analysis of open data from the French government, La Poste operates approximately 16% of the nearly 2,500 fixed-location France Services centres across the country. Its infrastructure is particularly leveraged in remote and rural areas, where alternative hosts are often limited or unavailable.

Each France Services centre works in partnership with 12 national institutions – including family allowances (CAF), health insurance (CPAM), public finances (DGFIP), and France Travail – to offer a comprehensive suite of public services. Advisors stationed at La Poste-operated centres assist citizens in navigating a range of administrative procedures, including vehicle registration, driver's licence applications, health and social insurance queries, retirement planning, and tax submissions. Notably, vehicle registration and identity document services, such as driver's licence applications, rank among the top five reasons people visit France Services locations.

France Services advisors play a pivotal role in mitigating digital exclusion – an essential function given that 86% of users report difficulties with digital technology and 55% are over the age of 55. Advisors provide digital literacy training, assist with the creation and navigation of email and digital government portal accounts, and support users in completing digital forms and accessing online portals. Crucially, four out of five administrative procedures are successfully resolved during the initial visit.



Sources: (CityMag Martignas-sur-Jalle, 2024; data.gouv.fr, n.d.; France Services, n.d., n.d., n.d.; La Poste, 2024b; La Poste Groupe, 2024, 2021; Ministère de l'économie, des finances, et de la souveraineté industrielle et numérique, 2025; The Connexion, 2020)