



Dear Customer

**Arndale Post Office®**  
**42-44 Smiths Lane, The Mall, Luton, LU1 2LP**

**Local public consultation decision**

I'm writing to confirm that, following a period of local public consultation and review, we have made the decision to proceed with the proposal to move the above Post Office into WHSmith at 61-63 The Mall, Luton, LU1 2TF, where it will be operated by WHSmith High Street Ltd and known as Luton Post Office.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the key issues raised in consultation and our response to each key issue is enclosed, along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Luton.

The current branch will close at 17:30 on Wednesday 20 March 2019, with the new branch opening at 09:00 on 21 March 2019.

Posters will now be displayed in branch to let customers know about this decision.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 006134

Yours faithfully

**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

[postofficeviews.co.uk](http://postofficeviews.co.uk)  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
FREEPOST Your Comments

## **Appendix A – Response to Local Public Consultation**

**Consultation started** 24 October 2018

**Consultation ended** 5 December 2018

### **Consultation responses**

- 9 responses from customers

### **Customer forum event**

Held on 22 November 2019 attended by one member of the public and a Councillor from Luton Borough Council.

### **Key issues raised**

- Access
- Range of products and services
- Staffing

### **Response to issues raised**

#### **Accessibility**

The branch will operate from a newly built dedicated open plan Post Office area located towards the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into The Mall is level with automatic doors. Access into the store from the shopping centre is also level, with an open entrance during store opening times. Externally the store front will include Post Office signage and an opening hours board.

There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

#### **Range of products and services**

A wide range of services would still be available at the branch, including travel money and DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services, however a Post Office cash machine will not be available at the new branch. The nearest alternative external Post Office cash machine can be found approximately 1.3 miles away at Round Green Post Office, 353 Hitchin Road, Luton, LU2 7SW. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours

#### **Staffing**

It's pleasing to hear of the high regard for our existing staff. In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Any person employed to work in Luton Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with WHSmith and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

## Appendix B

<b>Luton Post Office information sheet</b>															
<b>Address</b>	<p style="text-align: center;">WHSmith 61-63 The Mall Luton LU1 2TF</p>														
<b>Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>11:00 – 15:00</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	11:00 – 15:00
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<b>Products &amp; Services</b>	A wide range of products and services will still be available, with the exception of a cash machine.														
<b>Serving positions</b>	There will be six serving positions in total; two screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
<b>Additional facilities</b>	Five self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
<b>Access &amp; facilities</b>	Access into WHSmith from the shopping centre is level with the entrance being kept open during store opening times. Low level serving counters, a low level writing desk and a hearing loop will be available.														
<b>Route</b>	Approximately 85 metres away from the current branch, along mostly level terrain.														
<b>Transport &amp; parking</b>	<p>The Market Car Park is a pay on exit multi-storey car park at The Mall with 814 spaces and 35 designated disabled bays available.</p> <p>The distance between the car park and proposed premises is approximately 250 metres.</p>														
<b>Retail</b>	Cards and Stationery														
<b>Date of move</b>	Thursday 21 March 2019														

**To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.**