



Dear Customer

Local public consultation – Decision

**Evington Post Office
19-21 Main Street, Evington, LE5 6DN**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into 49 Welland Vale Road, Evington, LE5 6PX, where it would continue to operate as one of our local style branches.

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 this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback 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 layout and location of 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 the local community.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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

Appendix A

Response to Local Public Consultation

Consultation started Thursday 02 May 2024

Consultation ended Thursday 13 June 2024

Consultation responses

- 101 responses from customers
- 01 Petition consisting of 1257 signatures
- 01 Postmaster petition consisting of 440 signatures

Key issues raised

- Distance and Transport
- Internal Space and Queuing
- Parking

Response to issues raised

Distance and Transport

The new premises are located approximately 1.1 miles from the current branch. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We remain confident the move will not significantly impede customer access to Post Office services.

I acknowledge that for some customers the move may mean a longer journey than currently, in situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. However, in terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch to the new premises.

For those using public transport to get to the new branch, there is a regular bus service available from Evington branch to the new premises, the nearest bus stop is approximately 30 metres from the new location. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Evington.

Internal Space, Queuing & Serving Counter

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the postmaster on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

The new Post Office will be housed within a dedicated area of the store with one serving position located at the shop retail counter. This enables customers to carry out the same range of Post Office products and services alongside retail transactions. We have worked with the postmaster and will monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Parking

While we have considered some comments raised about parking in the area surrounding the new premises, it is fair to say that this is a problem faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and we can confirm that customers using their own transport, roadside parking is available nearby. We are therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

Appendix B

Evington Post Office Summary Sheet

**49 Welland Vale Road
Evington
LE5 6PX**

New opening hours

Mon - Fri	09:00 - 18:00
Sat	09:00 - 13:00
Sun	Closed

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and level access via steps or a ramp with a handrail at the entrance.

Internally, there would be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 1.1 miles away from the current branch, along varied terrain.

Roadside parking will be available nearby. There are local buses serving the surrounding area.

Retail

Pharmacy.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk
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FREEPOST Your Comments

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.