



Dear Customer

**Headingley Post Office®**  
**30 Arndale Centre, Headingley, Leeds, LS6 2UQ**

**Local Public Consultation Decision**

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office to Headingley Library, North Lane, Headingley, Leeds, LS6 3HG, where it would be run by a new operator. We apologise for the delay in announcing our decision, but it has taken longer than expected to finalise the details of the lease to ensure we are able to secure our future within the new premises.

This change is being made as part of the continuing modernisation of our network to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Headingley, now and for the long-term.

**Public consultation feedback**

During the public consultation period we received 43 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. 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, when making our decision.

The feedback commented on the location of the Post Office being inside a library, the space inside the new branch, the products and services that would be available and concerns for the future of the staff. We also received some positive comments about the move as customers stated it would help secure both the future of the Post Office and the Library within the area.

**Getting to the new location**

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 carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 240 metres away from the current location so some customers would still be able to use the same local transport and parking facilities. There is a designated disabled parking bay directly outside the new premises and time restricted parking on both sides of North Lane. Additionally, Headingley Taps Car Park on Bennett Road is a pay & display with 67 spaces and is located approximately 90 metres away. For those using Public transport to access the new branch there is a bus stop directly outside the new premises.

In conclusion, I remain satisfied that customers in Headingley will continue to have good access to Post Office services.

### **What the new branch will look like**

We know that the Post Office plays an important part in the lives of customers, including our older and disabled customers. Our new retail partner regards the Post Office network as a vital part of community services and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and library customers. A retail offer of greeting cards and stationery will be incorporated to run alongside the Post Office.

The new branch will share the main entrance with Headingley Library via a power assisted door, with an internal ramp and steps, both with handrails. The Post Office will be situated in a dedicated area to the rear of the library on the right hand side of the premises. There will be directional signage from the main entrance through to the new Post Office area, which will have level access. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the library and reach the Post Office with ease, all areas will be kept free of obstructions. Externally the frontage will include Post Office signage and an opening hours board.

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.

The new branch will have three counter serving positions in total, made up of two open plan positions and one traditional floor to ceiling screened position, which will also provide travel money services. The number and type of serving positions has been carefully based on current and future predicted business levels. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed. Full posting facilities will be available in branch.

Since announcing our proposal, we have reviewed the proposed opening times, following the move it is now planned that the Post Office will now be open Monday to Saturday 09:00 – 17:30.

I'm therefore satisfied that customer needs will be met. We will continue to monitor service demand in the Headingley area, along with customer usage at the new branch following the move, and will work with our new retail partner to make sure service standards are maintained.

### **Access to Post Office services and products**

The same wide range of Post Office services will continue to be available, with the exception of a cash machine. 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. The nearest alternative external Post Office cash machine can be found at Meanwood Post Office, 12 Green Road, Meanwood, Leeds, LS6 4JP, approximately 0.8 miles away.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase. Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

### **Customer service training and existing staff**

Staff will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with our new operator's team to provide support, in the same way we already do in existing Post Office branches operated by us or other retail partners.

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

### **Conclusion**

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Headingley. The current branch will close at 17:30 on Wednesday 14 November 2018, with the new branch opening at 09:00 on Thursday 15 November 2018.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Yours faithfully



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

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](http://postoffice.co.uk/privacy)

**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.**

| <b>Headingley Post Office information sheet</b> |   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
|---|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| <b>Address</b>                                  | Headingley Library<br>North Lane<br>Headingley<br>Leeds<br>LS6 3HQ  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <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 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</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 – 12:30 | Sun | Closed |
| 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 – 12:30   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| Sun   | Closed  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Products &amp; services</b>                  | The same wide range of products and services will still be available, with the exception of a cash machine.   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Serving positions</b>                        | There will be three serving positions in total, made up of one screened and two open plan. The total number of serving positions is based on current and future predicted business levels.  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Access &amp; facilities</b>                  | Access at the main entrance will be via a power assisted door, with an internal ramp and steps, both with handrails. The Post Office area will have level access. Low level serving counters, a low level writing desk and hearing loops will be available.   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>How far away is it?</b>                      | Approximately 240 metres away from the current branch, along varied terrain.  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Transport &amp; parking</b>                  | <p style="text-align: center;"><b>Parking</b></p> <p>There is a designated disabled bay directly outside the premises and time restricted parking on both sides of North Lane. Headingley Taps Car Park on Bennett Road provides 67 pay &amp; display spaces and is approximately 90 metres away.</p> <p style="text-align: center;"><b>Buses</b></p> <p>Public transport is available to and from the surrounding areas. The nearest bus stop is directly outside the proposed premises.</p> |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Retail</b>                                   | Greeting Cards and Stationery   |     |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Date of move</b>                             | 15 November 2018  |     |               |     |               |     |               |     |               |     |               |     |               |     |        |

## **Principles of Community Engagement on changes to the Post Office network**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch<sup>4</sup>
- 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-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.***

*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, Citizens Advice 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**  
**comments@postoffice.co.uk**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> 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 2 and 3 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.

<sup>4</sup> 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.

<sup>5</sup> 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.