



Dear Customer

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

**Local public consultation**

I'm writing to let you know that we are proposing to move Headingley Post Office into Headingley Library, North Lane, Headingley, Leeds, LS6 3HG, where it would be run by Imran Arif.

**Why are we proposing this move?**

This move is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Headingley is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day-to-day banking at any of our branches. The same wide range of services would be available at the new branch in Headingley with the exception of a cash machine. The nearest branch offering a 24 hour cash machine service would be: Meanwood Post Office, 12 Green Road, Meanwood, Leeds, LS6 4JP, approximately 0.8 miles away.

**About our retail partner**

Imran Arif regards the Post Office network as a vital part of community services and has satisfied us that he would be able to successfully operate this Post Office branch and deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours. He will incorporate a retail offer of greeting cards and stationery to run alongside the Post Office.

## The new Headingley Post Office branch

The new branch would share the main entrance with Headingley Library, where internally there is a ramp and steps, both with handrails. The Post Office would be situated in a dedicated area to the rear of the library on the right hand side of the premises. Directional signage would be provided from the main entrance through to the new Post Office area, which would be a bright, modern, open-plan layout.

We have stringent standards to ensure good access for all customers and our plans for the new branch include low-level counters, PIN pads, hearing loops and customer seating. There would be three serving positions, which has been based on current and forecast future business levels; two open plan positions and one traditional screened position which would also provide travel money services. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions and still have a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. Opening hours will be extended, offering customers an extra 6.5 hours a week.

## What's next?

We are now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed new location?
- Are the new premises easy for you to get into and are they easily accessible once inside?
- Are there any other local community issues which you believe could be affected by or affect the proposed move?
- If the move were to proceed is there anything we could do to make it easier for customers?

It's easy to let us have your feedback by completing our online survey via the following link [postofficeviews.co.uk](http://postofficeviews.co.uk) and entering the code for this branch **005323**.

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:



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



FREEPOST Your Comments

**(This is the full address to use.**

**No further address or name details are required)**



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



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

**Dates for local public consultation:**

Local Public Consultation starts	<b>22 November 2017</b>
Local Public Consultation ends	<b>15 January 2018</b>
Proposed month of change	<b>March 2018</b>

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We are currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully



**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

Please note that items sent by Freepost take 2 working days to arrive, not including Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

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

<b>Headingley Post Office information sheet</b>																														
	<b>Current location</b>	<b>Proposed new location</b>																												
<b>Address</b>	30 Arndale Centre Headingley Leeds LS6 2UQ	(Headingley Library) North Lane Headingley Leeds LS6 3HQ																												
<b>Post Office Opening Hours</b>	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 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	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>09:00 – 18:00</td></tr> <tr><td>Tue</td><td>09:00 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Thu</td><td>09:00 – 18:00</td></tr> <tr><td>Fri</td><td>09:00 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 16:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 18:00	Tue	09:00 – 18:00	Wed	09:00 – 18:00	Thu	09:00 – 18:00	Fri	09:00 – 18:00	Sat	09:00 – 16:00	Sun	Closed
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<b>Products &amp; Services</b>	The same wide range of products and services would still be available, with the exception of the cash machine.																													
<b>Serving positions</b>	There would be three serving positions in total; one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.																													
<b>Access and facilities</b>	Access at the main entrance would be via double doors, with an internal ramp and steps, both with handrails. The Post Office area would have level access. Low level serving counters, a low level writing desk and hearing loops would be available.																													
<b>How far away is it?</b>	Approximately 240 metres away from the current branch, along varied terrain.																													
<b>Transport &amp; parking at the proposed new premises</b>	<p style="text-align: center;"><b>Parking</b></p> <p>There is a designated disabled bay directly outside premises and time restricted parking on both sides of North Lane. Headingley Taps car park on Bennett Road, pay and display with 67 spaces 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.																													
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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

