



Dear Customer

**Illingworth Moor Post Office®
Illingworth Road, Halifax, HX2 9DL**

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision and proceeded with the move of the above Post Office into Sids at 38 - 40 Illingworth Road, Halifax, HX2 9EN. The new premises had undergone a full refurbishment to incorporate a Convenience store and Illingworth Moor Post Office. The Post Office is being operated by a retail partner as one of our modern Main 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 their representatives 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.

The current branch closed on Monday 7 December 2020, and I am pleased to advise you the new Post Office branch opened, at Sids, 38 - 40 Illingworth Road, on Tuesday 15 December 2020. Please accept my apologies for the late notification on this occasion.

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. A copy is available at the end of this letter.

Yours faithfully

Hayley Brown

**Hayley Brown
Network Provision Manager**

postofficeviews.co.uk

comments@postoffice.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 12 July 2019

Consultation ended 23 August 2019

Consultation responses

- 5 responses from customers

Key issues raised

- Space
- Staff
- Counter positions, Opening times and Privacy

Response to issues raised

Space

The new premises is located within 50 metres, away from the previous branch, along level terrain branch. We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. There is level access and a wide door at the entrance. Internally, there is a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Inside, the new branch, it has been built in line with Post Office specifications, making sure there is sufficient space for the Main style Post Office to operate alongside the retail offer. We have worked closely with the Postmaster on the internal layout to make sure there is clear access into the new premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty.

Staff

We know our customers value excellent customer service at the Post Office. The Postmaster has welcomed the customers to the new Post Office branch at Sids store. The Post Office staff have been fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training has included guidance on respecting customer confidentiality and safeguarding privacy. The, staff have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Counter positions, Opening times and Privacy

Internally, the new Main style branch has been built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened serving positions, with low level facilities and separate queuing area for Post Office customers.

Additionally, there is a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more for convenient for them. Full details of the new branch are at the end of this letter.

We have worked closely with the Postmaster to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly, with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the postmaster's care.

Appendix B

Illingworth Moor Post Office information sheet															
Address	Sids 38 - 40 Illingworth Road Halifax HX2 9EN														
Post Office Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon</td><td>08:00 – 18:00</td></tr> <tr><td>Tue</td><td>08:00 – 18:00</td></tr> <tr><td>Wed</td><td>08:00 – 18:00</td></tr> <tr><td>Thu</td><td>08:00 – 18:00</td></tr> <tr><td>Fri</td><td>08:00 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>09:00 – 13:00</td></tr> </table>	Mon	08:00 – 18:00	Tue	08:00 – 18:00	Wed	08:00 – 18:00	Thu	08:00 – 18:00	Fri	08:00 – 18:00	Sat	09:00 – 17:30	Sun	09:00 – 13:00
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Sat	09:00 – 17:30														
Sun	09:00 – 13:00														
New Opening times of Post Office Service at retail counter	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon - Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>08:00 – 15:00</td></tr> </table>	Mon - Sat	08:00 – 20:00	Sun	08:00 – 15:00										
Mon - Sat	08:00 – 20:00														
Sun	08:00 – 15:00														
Distance	Within 50 metres away from the previous branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There are three serving positions, which are a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p>Access and facilities The Sids stores has, a wide door and level access at the entrance. Internally, there is a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.</p> <p>Parking Roadside parking is available outside Sids stores and nearby.</p>														
Retail	Convenience store														
Date of move	Tuesday 15 December 2020														

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 closure¹/ 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 representatives², the Consumer Advocacy Bodies and selected charities³, 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 branch⁴
- 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-week⁵ 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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² 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.

³ 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.

⁴ 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.

⁵ 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.