



Dear Customer

Local public consultation – Decision

**Keighley Post Office
WHSmith, 27 Cooke Lane, Airedale Shopping Centre, Keighley, BD21 3PF**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to move of the above Post Office to 48 Towngate, Airedale Shopping Centre, Keighley, BD21 3QE, where it will continue to operate as one of our mains 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 previous branch closed on Saturday 3 September 2022, and the new branch opened, at 48 Towngate on Friday 9 September 2022.

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

Allison Wallace

**Allison Wallace
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 Wednesday 27 July 2022

Consultation ended Wednesday 14 September 2022

Consultation responses

- 57 responses from customers and local representatives

Key issues raised

- Staff
- Internal Space
- Serving Counters and Queuing

Response to issues raised

Staff

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Internal Space

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 have worked closely with the new operator on the internal layout 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.

Serving Counters and Queuing

The new Post Office is housed within a dedicated area of the store with two screened counter positions, as well as an additional Post Office service point located at the retail counter. This enables customers to carry out a range of Post Office products and services alongside retail transactions. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. We will also work with the operator and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Appendix B

Keighley Post Office Summary Sheet

48 Towngate, Airedale Shopping Centre, Keighley, BD21 3QE

New opening hours

Mon - Fri	09:00 - 17:30
Sat	09:00 - 13:00
Sun	Closed

During the Coronavirus pandemic the branch 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 are three serving positions in total; two screened and a Post Office serving point at the retail counter.

Access

The new premises 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.

Getting there

The new branch is located approximately 130 metres away from the previous branch, along mostly level terrain.

A pay and display car park is available at Airedale Shopping Centre with designated disabled parking.

Retail

Cards, stationery and confectionery.

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, 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.

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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.