



Dear Customer

Lepton Post Office®

Previously located at: 55 Highgate Lane, Lepton, Huddersfield, HD8 0DS

I am writing to confirm that we will be proceeding with our proposal to re-open this service at a new location. A new agent has been appointed and the Post Office will operate from McColls Retail Group, 135 Highgate Lane, Lepton, Huddersfield, HD8 0HJ.

Due to operational reasons the Post Office service did not open on Monday 30 July 2018 as previously advised and please accept our apologies regarding this. I am pleased to advise you that Lepton Post Office has opened on Tuesday 31 July 2018 at 13:00.

We received 55 comments from customers during the consultation period. The main feedback centred on distance, parking, potential traffic congestion, space, security and privacy. Other comments welcomed the restoration of Post Office services within the Lepton community, the longer opening hours and commented that the new location would be closer and more convenient to where they live. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service. I would like to thank everyone who took the time to let us have their comments and provide information.

We do appreciate that the proposed branch is 400 metres from the current site and that for some customers this may involve a slightly longer and more inconvenient journey. In situations such as this there will always be some customers who are inconvenienced and we can only apologise for this. For those walking to the new location, the terrain is varied and there are well maintained pavements and dropped kerbs along the route. Equally, there may be customers for whom the new location will be slightly closer and more convenient than at present.

While I have considered the concerns raised about parking and traffic congestion in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand such matters are outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking available outside the new premises with further roadside parking on Highgate Avenue within 50 metres. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. In terms of the access, there is a gradient slope leading to level access with a wide automatic door at the entrance of the new premises. Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the majority of Post Office products and services will continue to be available following the change and the small number of services that will not be offered will continue to be available at Almondbury Post Office.

I am pleased to let you know that we will be enhancing the range of products which will be available at the new branch. Customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment. Customers can also access cash at the Post Office counter over the extended opening times of the new branch. If required, customers can also access 24 hour cash machine at Almondbury Post Office Post Office.

This local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. Staff will be fully trained and on hand and staffing levels will be aligned to meet customer demand. 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. The change also means that local residents will benefit from significantly longer opening hours, Monday to Sunday. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better.

With regard to your comments about the location of the post box, I would like to explain that the decision to relocate, install or remove a post box is taken by Royal Mail which is a separate business from Post Office Ltd. I can confirm that there is a post box on Highgate Avenue which is located within 60 metres from the new location. Also customers can hand their mail items over the counter at the new branch, during the extended opening hours, where it will be held securely until it is collected by Royal Mail.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Our priority is to safeguard Post Office services to the local community in the longer term and the relocation of this service will allow us to restore access to Post Office services in the area. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in the McColls Retail Group store to let customers know about this decision. Further details of the new service are provided at the end of this letter.

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

Thank you for considering our proposal.

Yours faithfully

Adam Williams

Adam Williams
Multiple Account Executive

How to contact us:

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Lepton Post Office information sheet

Address	McColls Retail Group 135 Highgate Lane Lepton Huddersfield HD8 0HJ														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 - 22:00</td></tr><tr><td>Tuesday</td><td>07:00 - 22:00</td></tr><tr><td>Wednesday</td><td>07:00 - 22:00</td></tr><tr><td>Thursday</td><td>07:00 - 22:00</td></tr><tr><td>Friday</td><td>07:00 - 22:00</td></tr><tr><td>Saturday</td><td>07:00 - 22:00</td></tr><tr><td>Sunday</td><td>07:00 - 22:00</td></tr></table>	Monday	07:00 - 22:00	Tuesday	07:00 - 22:00	Wednesday	07:00 - 22:00	Thursday	07:00 - 22:00	Friday	07:00 - 22:00	Saturday	07:00 - 22:00	Sunday	07:00 - 22:00
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Distance	400 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & Accessibility works	<p>Access and facilities There is a gradient slope leading to level access with a wide door at the entrance of the new premises. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Transport/parking Roadside parking is available outside the new premises with further roadside parking on Highgate Avenue within 50 metres.</p>														
Retail	Convenience Store														
Date of Relocation	Tuesday 31 July 2018 at 13:00														

Lepton Post Office® services available

Your Operator or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✗
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Products marked ✗ are available at Almondbury Post Office, 101-103 Townend, Almondbury, Huddersfield, HD5 8RT	Opening times: Mon – Thu 08:30 – 17:30 Fri 09:00 – 17:30 Sat 09:00 – 12:30