



Dear Customer,

Branch Unplanned Closure

**Luton Post Office
WH Smith Ltd, 61-63 The Mall, Luton, LU1 2TF**

We are now writing to inform you that, regrettably, following the resignation of our retail partner, WH Smith, the branch will be closing on Saturday 18 January 2025 at 12:00.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. Post Office Ltd wants to maintain a service in Luton and we have been actively seeking new operators. We have received interest and are pleased to confirm that we have applications in progress.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We apologise for the inconvenience the closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully,

Ian Johnson

**Ian Johnson
Partner Account Manager**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches

There are times our branches may need to make changes to its opening hours. The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website www.postoffice.co.uk/branch-finder

Bury Park Post Office		Services
148 Dunstable Road Luton LU1 1EX		Offers the same services.
Opening times		Access
Mon - Fri	11:00 – 17:00	This branch has level access at the entrance to the premises.
Sat & Sun	Closed	
Getting there		
This is approximately 0.9 miles from Luton Post Office branch, along varied terrain. Time restricted parking is available nearby.		

Kimpton Road Post Office		Services
Kimpton News 24 Kimpton Road Luton LU2 0SX		Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon, Tues, Wed & Fri	11:00 – 17:00	This branch has level access at the entrance to the premises.
Thu	06:00 – 19:00	
Sat	08:00 – 13:00	
Sun	09:00 – 12:00	
Getting there		
This is approximately 0.9 miles from Luton Post Office branch, along varied terrain. Time restricted parking is available nearby.		

Round Green Post Office		Services
353 Hitchin Road Luton LU2 7SW		Offers similar services, however excluding a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.
Opening times		Access
Mon - Fri	10:00 – 17:30	This branch has level access at the entrance to the premises.
Sat	10:00 – 12:30	
Sun	Closed	
Getting there		
This is approximately 1 mile from Luton Post Office branch, along varied terrain. Time restricted parking is available nearby. There are local buses serving the surrounding area.		

Additionally, Bury Park Banking Hub is located approximately 0.8 miles from Luton Post Office, offering banking and bill payment services.

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.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.