



Dear Customer

**Ossett Post Office®
Towngate, Ossett, WF5 9AA**

Local Public Consultation Decision

We are writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to transfer the running of this branch to Mr Mohammed Jassatt. It will remain at its existing location. This change is being made as part of the continuing modernisation of our network to achieve commercial sustainability and will help us provide services that will meet customer needs and safeguard future service provision in Ossett, now and for the long-term.

Public consultation feedback

During the public consultation period we received 10 representations from customers and local representatives, along with a petition submitted by Mary Creagh MP asking that we reconsider the decision to franchise the branch. We also held a customer forum to talk about our plans and answer questions. I would like to thank those 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, when making our decision.

The main feedback commented on the importance of the Post Office to the local community with some feedback asking that we keep the branch as it is. Other feedback asked that undelivered items of mail be left at the branch rather than returned to the Royal Mail sorting office, and showed concern for the staff at the branch. We also received a number of positive comments, focusing on the fact that the Post Office would be staying in the same location.

The New Ossett Post Office

The current premises will undergo a complete internal refurbishment to provide a bright, modern open-plan branch which will include the introduction of a range of confectionery and stationery goods alongside the Post Office service. Access to the premises will remain the same with the main entrance doors being kept open during opening times, with automatic internal doors. Customer access both into and within the store will be level, and meet Post Office Ltd's own accessibility standards and all applicable legislation. We will be working with our new operator to ensure there are wide, clear aisles kept free of obstructions and there is sufficient space for all Post Office customers, including wheelchair users, to move around the store and reach the Post Office area with ease. Externally the store front will include Post Office signage, as well as an opening hours board.

There will be directional signage from the entrance door through to the new Post Office area. The Post Office counter will be built to Post Office specifications, including low level counters, PIN pads and hearing loops. There will be adequate space for people to wait for service and customer seating will also be provided.

The new branch will have four serving positions in total, made up of two open plan and two traditional screened positions, which will also provide travel money services. The number and type of serving positions has been carefully based on current and future predicted business levels. Full posting facilities will be available in branch.

I'm satisfied that customer needs will continue to be met, however we will continue to monitor customer usage at the branch and will work with our new partner to make sure service standards are maintained. Following the transfer, the Post Office will be open for longer, including Saturday afternoons, offering an increase of 5.5 hours a week and providing customers with more flexibility around their visits.

Access to Post Office services and products

The same wide range of Post Office products and services that customers are used to will continue to be available, with the exception of the Biometric Enrolment Service for the Home Office. This will relocate to Wakefield Post Office, WHSmith, Trinity Walk Shopping Centre, Wakefield, WF1 1QS, approximately 4.6 miles away. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available in Ossett Post Office.

While Royal Mail are responsible for the delivery of mail, local residents can request that undelivered items of mail are forwarded for collection from their local Post Office for a small fee, using Royal Mail's Local Collect service. Alternatively they can have their mail redelivered for free to their own address, or to another address in their postcode area.

Staff who work in the Post Office will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase. Further details of the new branch, including opening hours, are provided on the attached information sheet.

Customer service training and existing staff

Mr Jassatt regards the Post Office network as a vital part of community services and he is already experienced in running a Post Office branch. We are satisfied he has demonstrated to us that he is an appropriate franchise partner to operate the service at Ossett and is committed to delivering excellent customer service.

Any person employed to work in Ossett Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new partner and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of the current team working at the branch, we have a strong track record of supporting our people through change and we will do all that we can to find a solution that works for each individual within the options available.

Conclusion

After careful consideration of the feedback received, I am confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Ossett.

Mr Jassatt plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of confectionery and stationery goods. In the meantime, to enable the branch to be transferred to our new operator, Ossett Post Office will be temporarily closed from 17:30 Wednesday 18 April 2018, re-opening at 09:00 on Tuesday 24 April 2018. Details of alternative services are at the end of this letter and will also be displayed in the branch window.




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

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

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

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, by contacting us or on our website – 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.

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.

Ossett Post Office information sheet				
Address	Towngate Ossett WF5 9AA			
Opening hours		Mon	09:00 – 17:30	
		Tue	09:00 – 17:30	
		Wed	09:00 – 17:30	
		Thu	09:00 – 17:30	
		Fri	09:00 – 17:30	
		Sat	09:00 – 17:30	
		Sun	Closed	
Products & Services	The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available.			
Serving positions	There will be four serving positions in total, made up of two screened and two open plan. The total number of serving positions is based on current and future predicted business levels.			
Access & facilities	Access is level with the main entrance doors being kept open during opening time. The internal doors are automatic. A low level serving counter, low level writing desk and hearing loop will continue to be available.			
Retail	Confectionery and Stationery			
Dates for temporary closure and transfer	Closed from 17:30 on Wednesday 18 April 2018, re-opening at 09:00 on Tuesday 24 April 2018.			

Alternative access to Post Office® services:

Earlsheaton Post Office

9 St Peters Parade
Earlsheaton
Dewsbury
WF12 8LW



Opening times

Mon	08:30 – 17:30
Tue	08:30 – 17:30
Wed	08:30 – 17:30
Thu	08:30 – 17:30
Fri	09:00 – 17:30
Sat	09:00 – 12:30
Sun	Closed



Services

The same range of services will continue to be available with the exception of Digital Application Services and Passport Check & Send.



Access

This branch has a manual door and one step at the entrance



Transport/Parking

Roadside parking is available outside the branch. There is a frequent bus service to this branch, the bus stop is approx.35 meters away.



Route

This Post Office service is located approx. 1.6 miles away, along varied terrain.

Horbury Post Office

34 Queen Street
Horbury
Wakefield
WF4 6LP



Opening times

Mon	09:00 – 17:30
Tue	09:00 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	09:00 – 16:30
Sun	Closed



Services

The same range of services will continue to be available with the exception of Digital Application Services, but with the addition of National Lottery.



Access

This branch has a manual door and two steps with handrails at the entrance.



Transport/Parking

Restricted parking is available on Queen Street, approx. 10 meters away from the branch. There is a frequent bus service to this branch, the bus stop is approx. 300 meters away.



Route

This Post Office service is located approx. 2.1 miles away, along varied terrain.

Dewsbury Post Office

Unit 2-3 Empire House
Wakefield Old Road
Dewsbury
WF12 8DJ

**Opening times**

Mon	08:30 – 17:30
Tue	08:30 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	08:30 – 16:30
Sun	Closed

**Services**

The same range of services will continue to be available with the addition of National Lottery.

**Access**

Access is via an external ramp with handrail, through a manual door.

**Transport/Parking**

There is pay & display roadside parking immediately outside the branch. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approx. 3 miles away, along varied terrain.

The Markets Post Office

6-16 New York Street
Leeds
LS2 7DZ

**Opening times**

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 – 17:30
Sun	Closed

**Services**

The same range of services will continue to be available.

**Access**

There are two entrances to the branch. One with level access and a power assisted entrance door, the other has two steps.

**Transport/Parking**

There is a safe drop off point on the roadside approx. 20 metres from the branch on the same side of the road. Alternatively, there is a multi-storey car park approx. 80 meters away. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approx. 11.2 miles away, along varied terrain.