



Dear Customer

Pudsey Post Office®
37 Church Lane, Pudsey, LS28 7LB

Local Public Consultation Decision

I'm 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 our new operator. 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 to provide services that will meet customer needs and safeguard future service provision in Pudsey, now and for the long-term.

Public consultation feedback

During the public consultation period we received 5 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

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, when making our decision. The feedback welcomed the Post Office remaining at its current location, maintaining the same products and services, and providing longer opening hours. Some concern was raised for the current staff and the change in the way the branch is run.

The new Pudsey Post Office

Our new operator plans a complete an internal refurbishment of the current premises to provide a bright, modern open-plan branch which will include the introduction of a range of stationery, greetings cards and gifts alongside the Post Office service. Access to the branch will remain via the existing ramp or steps.

Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. We will be working with the 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. Directional signage will be provided from the entrance door through to the dedicated Post Office area which will be located towards the rear of the current premises.

There will be five serving positions, which has been based on current and forecast future business levels; two open plan positions and two traditional screened positions which will also provide travel money services, and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional screened positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discrete conversations when needed. The serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue. Following the move, opening hours will be extended, offering customers an extra 5.5 hours a week with more flexibility around their visits.

I am satisfied that customer needs will continue to be met, although we will continue to monitor customer usage at the branch following the move and will work with our new operator to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services will continue to be available. Staff, who will work exclusively 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 in the enclosed information sheet.

Customer service training and existing staff

Post Office runs a robust recruitment process and appointments are only made when we are entirely satisfied that the applicant has met all of our criteria. Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Pudsey Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with our new operator's 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 our people working at the existing branch, we have a strong track record of supporting our people through change. 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 be suitably located and that it 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 Pudsey.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery and office services. To make this happen, the service will have to close temporarily whilst the new branch is made ready. We and your new operator will work hard to keep the closure period to a minimum, so you can start using your new branch as quickly as possible.

The current branch will close on Wednesday 1 August 2018, with the new branch opening on Thursday 23 August 2018.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 01132399.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

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

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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 call 03452 66 01 15 or Textphone 03457 22 33 55.

Pudsey Post Office information sheet															
Address	<p>Pudsey Post Office® 37 Church Lane Pudsey LS28 7LB</p>														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	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
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Sat	09:00 – 17:30														
Sun	Closed														
Opening times of Post Office service at retail counter	<table border="1"> <tr> <td>Mon - Sat</td><td>09:00 – 17:30</td></tr> </table>	Mon - Sat	09:00 – 17:30												
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Products & Services	The same wide range of Post Office services will continue to be available.														
Serving positions	There will be five serving positions in total, made up of two screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access to the branch will remain via the existing fixed ramp. A low level serving counter, low level writing desk and hearing loop would continue to be available.														
Retail	Stationery, greetings cards and gifts														
Date of temporary closure for refurbishment	<p>Closing: Wednesday 1 August 2018 at 17:30 Reopening: Thursday 23 August 2018 at 09:00</p>														

Alternative access to Post Office® services:

Wellstone Rise Post Office

105-109 Swinnow Lane
Leeds
LS13 4RH



Opening times

Mon	07:00 - 20:30
Tue	07:00 - 20:30
Wed	07:00 - 20:30
Thu	07:00 - 20:30
Fri	07:00 - 20:30
Sat	07:00 - 20:30
Sun	08:30 - 15:00



Services

A range of key Post Office products and services will be available.



Access

This branch has a wide door and a ramp with handrails at the entrance.



Transport/Parking

Roadside parking is available directly outside the premises. There are local buses serving the surrounding area.



Route

This Post Office service is located approximately 1.2 miles away, along varied terrain.

Woodhall Park Post Office

350 Bradford Road
Stanningley
Pudsey
LS28 7TQ



Opening times

Mon	06:00 - 20:00
Tue	06:00 - 20:00
Wed	06:00 - 20:00
Thu	06:00 - 20:00
Fri	06:00 - 20:00
Sat	06:00 - 20:00
Sun	06:00 - 20:00



Services

A range of key Post Office products and services will be available.



Access

This branch has a wide door and a ramp with a handrail at the entrance.



Transport/Parking

Parking is available on the forecourt directly outside the branch. There are local buses serving the surrounding area.



Route

This Post Office service is located approximately 1.5 miles away, along varied terrain.

Farsley Post Office

49 Town Street

Farsley

Pudsey

LS28 5HX

**Opening times**

Mon	06:30 – 19:00
Tue	06:30 – 19:00
Wed	06:30 – 19:00
Thu	06:30 – 19:00
Fri	06:30 – 21:00
Sat	06:30 – 21:00
Sun	07:00 – 13:00

**Services**

A range of key Post Office products and services will be available including an external ATM.

**Access**

This branch has a wide door and level access at the entrance.

**Transport/Parking**

Time-restricted roadside parking is available directly outside the premises. Additional parking is available on Andrew Square to the side of the branch. There is a frequent bus service available between Pudsey branch and this Post Office service. The nearest bus stop is within 75 metres.

**Route**

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

Bramley Post Office

17 Bramley Centre

Leeds

LS13 2ET

**Opening times**

Mon	08:00 – 18:00
Tue	08:00 – 18:00
Wed	08:00 – 18:00
Thu	08:00 – 18:00
Fri	08:30 – 18:00
Sat	08:30 – 15:00
Sun	Closed

**Services**

The same range of products and services are available.

**Access**

This branch has a wide door and a small ramp at the entrance.

**Transport/Parking**

There is a large shopping centre car park nearby with 8 dedicated disabled bays and 2 parent and child spaces. There is a frequent bus service available between Pudsey branch and this Post Office service. The nearest bus stop is within 120 metres.

**Route**

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