



Dear Customer,

Local public consultation – Decision

**St Johns Post Office
116 Albion Street, Leeds, LS2 8LP**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into TGJones retail store at 3-7 Lands Lane, Leeds, LS1 6AW where it would then be known as Leeds branch and be run by our retail partner TGJones.

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 excellent service, whilst securing the long-term viability of Post Office services in the local community. However, Post Office Ltd. recognises that some, particularly our more vulnerable customers who may find it more challenging to get to the new branch location and in response to customer feedback during local consultation, we will investigate the opportunity to operate a branch in the immediate vicinity of the current branch.

Your new branch is due to open at its new location on Thursday 13 November 2025 at 13:00. However, we recognise our branches can become busier as the Christmas season approaches, and therefore we will also be continuing services at the current premises for a short period of time. The current branch will close on Tuesday 25 November 2025 at 15:00. Due to provider operational requirements, during the period both locations are open, there may be a split between locations for some services available and details of these can be found in Appendix C of this letter. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 30 July 2025

Consultation ended 17 September 2025

Consultation responses

- 60 responses from customers

Key issues raised

- Access and Internal Space
- Distance
- Parking
- Services

Response to issues raised

Access and Internal Space

Access at the new location will be via a slight gradual slope with two automatic doors. Directional signage will be provided from the entrance door through to the new Post Office area on the first floor which will be within a dedicated area at the rear right hand side of the TGJones store. The first floor can be accessed via in store escalators or stairs, and customer lifts are available for those with limited mobility. For customers who are unable to access the first floor, there will be signage to advise alternative arrangements can be made to provide Post Office services on the ground floor.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space and the required lighting for the Post Office service 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, ensuring the entrance, aisles and the waiting area are kept free from obstruction and adequate room is provided for customers and a wheelchair to move around without difficulty. Subject to Fire, Health and Safety considerations seating will also be provided on the first floor.

Distance

The new premises are located approximately 400 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. Some customers may find it easier to use the nearby The Markets branch at 6-16 New York Street, Leeds, West Yorkshire, LS2 7DZ approximately 1 mile from St Johns branch. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that there is designated disable bays on King Charles Street near the NCP The Core Car Park which is approximately 170 metres from the new location with several designated disabled bays. We also recognise that the new location is in a pedestrianised area which can have its challenges with parking, so we have engaged with local Highways department to explore the possibility of installing designated disabled parking spaces nearer to the new location.

Services

On Sundays the branch will be open from 11:00 – 17:00 and not 10:00 to 16:00 as previously stated. We can now confirm DPD services will continue to be available at the new branch.

Appendix B

St Johns Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
TGJones, 3-7 Lands Lane, Leeds, LS1 6AW																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>11:00 – 17:00</td></tr></table>		New opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	11:00 – 17:00
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Friday	09:00 – 17:30																
Saturday	09:00 – 17:30																
Sunday	11:00 – 17:00																
Products and Services																	
The same range of services will still be available.																	
Serving positions																	
There will be four open plan serving positions - Three self-service machines would be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels.																	
Access																	
Access will be via a slight gradual slope with two automatic doors at the entrance to the new premises. Directional signage will be provided from the entrance door through to the new Post Office area which will be located within a dedicated area on the first floor of the TGJones store and can be accessed by a lift, stairs and escalator. Low-level serving counters, a low-level writing desk, low-level pin pads and hearing loops will be available.																	
Getting there																	
The new premises will be located approximately 400 metres away from the current branch, along varied terrain. Abion Street, King Charles Street and NCP The Core Car Park are approximately 170 metres away from the new premises with designated disabled bays. There are local buses serving the surrounding area.																	
Store retail available	Books, Stationery, Magazines, Toys, Snacking																

Services available	New Branch
Everyday Personal & Business Banking	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
Mails	
<u>Drop & Go</u>	✓
<u>Parcelforce Express Services</u>	✓
<u>DPD - Buy In Branch</u>	✓
<u>DPD - Drop off and collections</u>	✓
<u>Post & Go</u>	✓
Pay Bills & Top Up	
<u>Pay Bills and Top up</u>	✓
Passport Applications	
<u>Paper Check & Send - New & Renewals</u>	✓
<u>Digital Check & Send - New & Renewals</u>	✓
Licence Applications	
<u>SIA Licence Application</u>	✓
Identity Services	
<u>Document Certification Service</u>	✓
<u>In Branch Verification</u>	✓
Driving	
<u>DVLA Photocard Renewal</u>	✓
<u>Vehicle Tax</u>	✓
Travel	
<u>Foreign Currency</u>	✓
<u>Travel Insurance</u>	✓
<u>Travel Money Card</u>	✓
Your Finances	
<u>Western Union</u>	✓
<u>Savings application forms</u>	✓
<u>Savings Account ID Verification (free)</u>	✓

Appendix C

Dual Location Running Split of Services Available

(Due to provider operational requirements, during the period both branch locations are open, there may be a split between locations for some services available)

<u>Affected Service</u>	<u>Current Location</u>	<u>New Location</u>
Passport Applications		
<u>Digital Check & Send - New & Renewals</u>	x	✓
Licence Applications		
<u>SIA Licence Application</u>	x	✓
Identity Services		
<u>In Branch Verification</u>	x	✓
Driving		
<u>DVLA Photocard Renewal</u>	x	✓
Your Finances		
<u>Western Union</u>	x	✓

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 **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- 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-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

⁵ 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.

⁶ 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.