



Dear Customer

Whitecote Post Office®
432-434 Leeds & Bradford Road, Leeds, LS13 1EP

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Ganners Convenience Store, 10 Ganners Hill, Leeds, LS13 2NZ, where it will operate as one of our new local style Post Office branches.

We have received 16 individual responses from customers and local representatives during the local public consultation period. The feedback commented about the suitability of the proposed shop to house the Post Office and the accessibility of the new location by public transport. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans

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. Currently there is a step at the entrance, however the new operator will be making adjustments to improve access for customers and a ramp will be installed before the new Post Office branch opens.

We acknowledge that the new premises is approximately 600 metres from the current site and appreciate that this will inconvenience some people. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, for some customers the proposed site may be closer and more convenient to access than at present. However some people may find accessing Post Office services at Farsley Post Office, 49 Town Street, Farsley, LS28 5HX, located approximately 1.9 miles from Whitecote Post Office which is accessible by public transport, to be more suitable for them.

Inside, the new branch will be 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. There will be adequate space to hold large items of mail, including parcels, in a secure area until collected. We will also be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

Although the 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. The new operator will be responsible for employing staff within the new branch and staffing levels will be carefully aligned to meet current and future customer demand. All staff handling Post Office transactions will be fully trained and 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 new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and longer opening times throughout the week, so customers can use our services at times that suit them better.

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. Having also reviewed pedestrian and vehicular access to the new site, 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.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

The current branch will close at 12:30 on Saturday 7 July 2018, with the new branch opening, at Ganners Convenience Store, 10 Ganners Hill, at 13:00 on Monday 9 July 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch is provided below for your convenience:

- **Farsley** Post Office, 49 Town Street, Farsley, LS28 5HX

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

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully

Ian Murphy

Ian Murphy
Area Network Change Manager

How to contact us:

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

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

Whitecote Post Office information sheet

Address	Ganners Convenience Store 10 Ganners Hill Leeds LS13 2NZ														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 12:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 12:30	Sunday	Closed
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Thursday	09:00 – 18:00														
Friday	09:00 – 18:00														
Saturday	09:00 – 12:30														
Sunday	Closed														
Distance	600 metres away from the current 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 Access will be via a permanent ramp at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Parking is available nearby with a disabled bay.</p> <p>Buses There is a frequent bus service available between Whitecote branch and the new premises, the nearest bus stop is 200 metres away.</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch														

Whitecote Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	✗
Payment by cheque	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Products marked ✗ are available at Farsley Post Office, 49 Town Street, Farsley, LS28 5HX	Opening times: Mon – Sat 09:00 – 17:30