



Dear Customer,

**Local public consultation – Decision**

**Anstey Post Office**

**Previously located at: 11 Bradgate Road, Anstey, Leicester, LE7 7AB**

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 Londis, 27 The Nook, Anstey, Leicester, LE7 7AZ.

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 summary 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 an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The previous branch closed on Monday 07 March 2022, with the new branch opening, at into Londis, 27 The Nook, Anstey, Leicester, LE7 7AZ, on Thursday 7 July 2022 at 13:00. If there are any unforeseen circumstances which mean these dates change, posters will be displayed to let customers know.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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

*Sarah Cottrell*

**Sarah Cottrell  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

**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.**

## Appendix A

### Response to Local Public Consultation

**Consultation started** 14 April 2022

**Consultation ended** 26 May 2022

#### Consultation responses

- 108 responses from customers and local representatives

#### Key issues raised

- Internal Space
- Longer Hours
- Staff
- Products and Services
- Royal Mail Post Box

#### Response to issues raised

##### Internal Space

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space 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 obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

##### Longer Hours

The change also means that local residents will benefit from significantly longer opening hours and longer opening times throughout the week, giving customers greater flexibility to use our services and at times that suit them better.

##### Staff

The staff handling Post Office transactions will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include areas such as Data Protection, Mail Handling and the need to respect customer privacy and confidentiality. Staffing levels will be carefully aligned to customer demand. We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers.

##### Products and Services

The new branch will still cater for most products and services, including storage of mail and parcels when delivery has been unsuccessful. Other products and services, not offered by new branch, will be available from Groby Post Office.

##### Royal Mail Post Box

Royal Mail are responsible for the provision of all external post boxes. Post Office have made them aware of the branch relocation and the decision to relocate the post box now rests with them.

## Appendix B

### Anstey Post Office Information Summary

Londis  
27 The Nook  
Anstey  
Leicester  
LE7 7AZ

#### New opening hours

|           |               |
|-----------|---------------|
| Mon - Fri | 08:00 - 20:00 |
| Sat       | 09:00 - 13:00 |
| Sun       | Closed        |

**During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same range of Post Office products and services will be available.

#### **Serving positions**

There will be a Post Office serving point at the retail counter.

#### **Access**

The new premises will have a wide door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new premises will be located approximately 95 metres away from the previously closed branch, along varied terrain.

Time restricted parking is available outside the new premises with a designated disabled parking bay.

Nook car park is located approximately 60 metres away from the new premises, with free parking and designated disabled parking bays.

#### **Retail**

Convenience store.

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### Anstey Post Office services available

**For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.**

|   | New branch           |
|---|----------------------|
| <b>Mail</b>   |                      |
| First & Second Class mail   | ✓                    |
| Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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. Tracked & Signed)   | ✓                    |
| 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   | ✓                    |
| <b>Withdrawals, deposits and payments</b>   |                      |
| 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 (card, barcoded or manual)  | ✓                    |
| Key recharging  | ✓                    |
| <b>Licences</b>   |                      |
| Rod fishing licences  | ✓                    |
| <b>Travel</b>   |                      |
| Pre-order travel money  | ✓                    |
| On demand travel money  | <b>Euros/Dollars</b> |
| Travel insurance referral   | ✓                    |
| <b>Mobile Top-ups &amp; E vouchers</b>  |                      |
| Mobile Top-ups & E vouchers   | ✓                    |
| <b>Payment by cheque</b>  |                      |
| Payment by cheque   | ✓                    |
| Other Products are available at Groby Post Office,<br>32 Leicester Road, Broby, Leicester, LE6 0DJ                                      |                      |

## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

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

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> Locally elected representatives include 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.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.