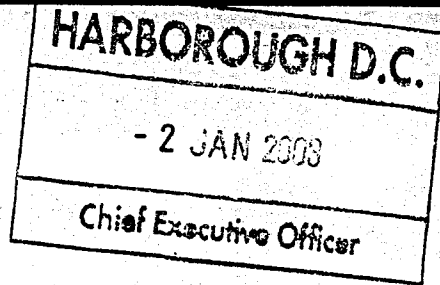


# Proposed branch closure

APPENDIX A POST  
OFFICE

M C. Wilson  
Chief Executive  
Harborough District Council  
Adam & Eve Street  
MARKET HARBOROUGH  
LE16 7AG



31/12/2002

Dear Mr Wilson

**The Post Office™ Thurnby branch**  
The Square, Thurnby, LEICESTER. LE7 9PX

As you maybe aware this branch has been closed for some months now. We are now proposing to keep this branch closed on a permanent basis.

We want the local community and all relevant organisations to understand why we are considering permanently closing this branch; how to contact us to raise any concerns regarding the closure; and what facilities the Post Office™ will be able to offer if the decision to close is taken.

#### **Why are we considering permanently closing this branch?**

Looking after a nationwide network of Post Office™ branches, we have a responsibility to make sure every branch makes the best possible use of resources while ensuring that customers can still easily access our products and services. To do that, we monitor all branches on an on-going basis.

Due to falling customer numbers, increasing running costs, and the real prospect of further customer losses once the Department for Work and Pensions starts to move benefit payments from passbooks to bank accounts, we have reviewed Post Office™ service provision in this particular area. In response, as part of our programme to restructure and modernise our network, we have found that there are several branches nearby and each one is competing to serve fewer and fewer customers. If we, and those subpostmasters who want to continue, are to survive as a business, whilst at the same time maintain a viable network of local branches, then we must change the way we provide Post Office™ services in the area.

*Clv. Fort.*  
*copy to*  
*Clv. Gaudin*  
*Clv. Mrs Tooley*  
*2.1.03*

### **We value your feedback**

We listen carefully to all points of view before taking an important decision like this. You may therefore want to share this information with those in your organisation who you feel would have an active interest in this particular matter.

I would like to invite you to contact me by letter or fax to raise any issues you would like us to consider. All correspondence will be treated in strict confidence. If you want to contact me, please note that **03/02/2003 is the closing date for all enquiries.**

### **What is the next stage?**

After allowing one month for consultation with individual customers and representatives of the local community, such as yourself, we will take the decision whether to keep this branch closed on a permanent basis. We will write to you again informing you of the outcome.

If the decision is taken to keep this branch permanently closed, we will communicate our decision shortly after the above mentioned closing date for enquiries.

### **If Thurnby branch remains closed, what other branches are near you?**

We are happy to confirm that there are a number of branches in your area within 1.2 miles that can meet your needs and those of the local community.

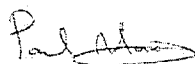
Details of alternative branch opening times and services, transport, disabled access and the route(s) to each branch are below.

If you want to know the details of other branches, please contact me in writing and I will be happy to provide the information you need, or contact our helpline on 08457 22 33 44.

<b>Spencefield branch</b> 43 Downing Drive LEICESTER LE5 6LL	<b>Opening times</b> Mon to Fri 09.00 – 17.30 Sat 09.00 – 12.30  <b>Services</b> The same range of services will continue to be available excluding lottery. Customers can still collect pensions, benefits, tax credits etc in cash.  <b>Disabled access/ facilities</b> Currently stairs at entrance	<b>Transport</b> There is a bus stop within 100yds with a bus service via Leicester. Car parking within 50yds with parking spaces off from the road outside the outlet.  <b>Route</b> This branch is situated 0.8 miles from Thurnby branch along narrow pavements with a down hill.
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<b>Thurnby Lodge branch</b> Thurncourt Road LEICESTER LE5 2NG	<b>Opening times</b> Mon to Fri 08.00 – 17.30 Sat 08.30 – 13.00 <b>Services</b> The same range of services will continue to be available excluding lottery. Customers can still collect pensions, benefits, tax credits etc in cash.  <b>Disabled access/ facilities</b> There is space for wheelchair users	<b>Transport</b> There is a bus stop within 100yds with regular services. Car parking within 50 yds with parking spaces off from the road outside the outlet.  <b>Route</b> This branch is situated 1.2 miles from Thurnby branch along undulating terrain with pedestrian crossings.
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Yours sincerely



Paul Maisey  
 Head of Area  
 Post Office Ltd.

c/o National Consultation Team  
 PO Box 641,  
 St Albans  
 AL1 5XN

Fax: 01727 814 435  
 Customer Helpline: 08457 22 33 44

The Post Office™ is able to supply customers with this information, free of charge, in an alternative format for people who are visually impaired. To obtain a copy, call the Post Office™ helpline on 08457 22 33 44 or textphone 08457 22 33 55.