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<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM:</b> 12
<b>DATE OF MEETING:</b>	<b>5<sup>th</sup> FEBRUARY 2004</b>	<b>CATEGORY:</b> <b>DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF COMMUNITY SERVICES</b>	<b>OPEN PARAGRAPH NO:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>DAWN DAWSON (EXT 5797 )</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>PROVISION OF PART-TIME SATELLITE POST OFFICE AT KENDRICK'S CLOSE</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>Hartshorne</b>	<b>TERMS OF REFERENCE:</b> HCS01

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### 1.0 Recommendations

- 1.1 That Members note the outcome of consultation with the residents of Kendricks Close Sheltered Housing Scheme, in relation to the provision of a part time Post Office, the proposed siting of which, was in the communal lounge.

### 2.0 Purpose of Report

- 2.1 To advise Members of the outcome of the consultation exercise authorised by Members at Housing and Community Services Committee on 20<sup>th</sup> November 2003.

### 3.0 Background

- 3.1 Following the recent retirement of the sub postmaster at Hartshorne, and the subsequent unsuccessful attempts by the Post Office in recruiting a replacement, the Post Office approached the Council requesting permission to set up a part-time satellite post office in the community room at Kendricks Close.
- 3.2 Prior to the request for the use of Kendrick's Close, the Post Office had considered setting up the satellite post office in Hartshorne Village Hall. However this venue is situated up a steep hill and was seen as little use to older residents of Hartshorne especially those living at Kendrick's Close and Brook Street.
- 3.3 At Housing and Community Services Committee on 20<sup>th</sup> November 2003, Members were asked to approve consultation with the residents of the scheme, around the proposal by the Post Office. The proposal consisted of a peripatetic sub postmaster to visit Kendrick's Close two mornings per week, and provide a restrictive post office service for the residents of Hartshorne who would have difficulty getting to an alternative branch. It was proposed that the service be provided from the communal lounge, situated within the scheme.

#### **4.0 Detail**

- 4.1 Tony Ward, Sheltered Housing Manager, and the Community Warden carried out the consultation during the early part of December 2003. The consultation consisted of an introduction to the proposal, attached as Annexe A, and a questionnaire, attached as Annexe B.
- 4.2 All tenants of the scheme were consulted, and asked to indicate whether they agreed, strongly agreed, disagreed, strongly disagreed, or had no opinion on the proposal. The results of the consultation are as follows;

CHOICE	NO. OF RESPONDENTS
Strongly Agree	0
Agree	0
Disagree	3
Strongly Disagree	10
No Opinion	1

- 4.3 The outcome of the consultation clearly demonstrates that the majority of tenants either disagree or strongly disagree with the proposal by the Post Office. In view of this, the Post Office has been advised that the Council cannot facilitate their proposal in this instance.

#### **5.0 Financial Implications**

- 5.1 None relating directly to this report.

#### **6.0 Corporate Implications**

- 6.1 The Council has consulted with its customers and acted in accordance with their wishes.

#### **7.0 Community Implications**

- 7.1 The Post Office will continue to attempt to identify an appropriate location from which to deliver services in the Hartshorne area.