



Review of Proposals to Close Post Offices in Derby

RECOMMENDATION

1. To note the report.

SUPPORTING INFORMATION

- 2.1 The meeting of Council on 15 September 2004 discussed the proposals of Post Office Limited to close sixteen post offices in Derby and resolved to instruct the Scrutiny Management Commission to conduct an urgent and rapid impact study on the possible implications of the proposals on local communities.
- 2.2 The Commission held a special day long meeting on 1 October 2004 when a range of stakeholders were interviewed. The written views of twenty council members were taken into account. The resulting report was despatched to Post Office Limited on 6 October 2004, with a covering letter signed by the three group leaders, to meet the deadline for receipt of responses of 8 October.
- 2.3 A copy of the full report was provided to every member of the Council. The report contained sixteen conclusions and two recommendations, as follows:
 - a) Post Office Limited be requested to defer a final decision on National Reinvention for the City of Derby for a six month period to enable the City Council, Derby Homes, Local Strategic Partner Agencies, Royal Mail and Post Office Limited to work jointly to give full and active consideration to serious alternatives to closure, including alternative means of local service delivery:
 - i) co-location of Post Offices in local housing offices or vice versa or shared use of neighbourhood bases,
 - ii) the investigation of a secure mobile facility for the Greater Derby area,
 - iii) satellite services provided by a full time peripatetic Post Master / Mistress visiting various sites, such a community halls, on a regular basis and
 - b) that the Council's Leader, Deputy Leader and Opposition Leader jointly seek an urgent meeting with Post Office Limited to take this proposal forward.
- 2.4 Post Office Limited subsequently declined to grant the six month extension requested by the Council and declined to take up the offer of a meeting with the three group leaders. In a letter dated 25 October 2004, the closure of thirteen of the sixteen branches was confirmed. The decision on three branches - Darley Abbey, Roosevelt Avenue and St Thomas Road - was deferred as the consultation feedback was still being evaluated.

- 2.5 At their meeting on 26 October 2004, the Scrutiny Management Commission thanked the officers who had assisted with the review and agreed that a report be made to Council.
- 2.6 Area Panel 2 includes three post offices that are confirmed for closure, all located in Sinfin Ward:
- 486 Osmaston Road
 - 736 Osmaston Road
 - 152 Osmaston Park Road

and at its meeting on 2 November 2004 the Panel passed the following resolution:

“ Agreed to recommend to Council Cabinet that it establishes positive proposals and agrees a willingness to share the costs of supporting any proposals to provide Post Office Services.”

This resolution will be reported to the Council Cabinet on 30 November 2004.

- 2.7 The summary report of the Scrutiny Management Commission and the letter from Post Office Limited are attached as Appendices 2 and 3.

| | |
|--------------------------------------|---|
| For more information contact: | Rob Davison 01332 255596 e-mail rob.davison@derby.gov.uk |
| Background papers: | None |
| List of appendices: | Appendix 1 - Implications Appendix 2 - Summary report of the SMC Appendix 3 - Letter from Post Office Ltd |

| |
|---------------------|
| IMPLICATIONS |
|---------------------|

Financial

- 1.1 None directly arising.

Legal

- 2.1 None directly arising.

Personnel

- 3.1 None directly arising.

Equalities impact

- 4.1 Much of the submission to Post Office Limited related to the adverse impact on geographically isolated and/or socially and economically marginalised communities and individuals.

Corporate objectives and priorities for change

- 5.1 The issue relates to the Council's Objectives of **strong and positive neighbourhoods protecting and supporting people a healthy environment shops, commercial and leisure activities and integrated, cost effective services.**
- 5.2 The proposal furthers the priorities of **developing the management of the city and district centres to improve their attractiveness and viability enhancing our community leadership role through partnership working and listening to, and communicating with, the public improving customer service through a customer-focused culture, using new technology and investing in our buildings.**