

[Date] August 2019

Dear Resident

ULLESTHORPE RURAL POST OFFICE SURVEY

I am writing to you as a result of your responding to my survey issued to the residents of Ullesthorpe, Claybrooke Parva, Claybrooke Magna, Frolesworth, Ashby Parva and Bittesby in which I enquired as to your usage of the Post Office in Ullesthorpe and the improvements you would like to see made to the services currently being offered.

I would like to sincerely thank you for taking time to respond to this survey – I was delighted with the response rate, which was almost 42%, a very high return which evidently shows the depth of feeling toward this important local service.

Please find enclosed a summary of the findings of the survey which provides an indication of the usage of the Post Office in Ullesthorpe and the preferred new services constituents would like to see offered.

As you may be aware, a number of rural Post Offices have closed across the country in recent years, however the high response rate to this survey clearly underpins the importance of these services to rural communities such as yours.

Alongside the Postmaster and other local stakeholders, I will soon be organising a meeting with the Post Office to inform them of the results of this survey and I will ask them to review the services currently being offered at the Post Office in Ullesthorpe with a view to introducing new services as identified by respondents.

***Thank you very much again for taking the time to complete this survey.
Yours faithfully,***

***ALBERTO COSTA MP **Your** local Member of Parliament for
South Leicestershire Enc.***

Findings of Ullesthorpe Rural Post Office Survey

Introduction

1,600 surveys were sent to constituents in the villages of Ullesthorpe, Claybrooke Parva, Claybrooke Magna, Frolesworth, Ashby Parva and Bittesby, in response to concerns raised regarding the future of the Ullesthorpe Post Office.

Recognising the importance of local services to rural communities, the purpose of the survey was to enquire as to the usage of the Post Office in Ullesthorpe and to see what improvements constituents wished to see made to the services being offered.

There were 669 completed surveys returned, representing a 41.8% return rate.

Survey findings

Almost all respondents (99%) stated that the Post Office in Ullesthorpe was important or very important to the local community.

In terms of usage of the Post Office, 32% of respondents said that they used it daily, 54% stated that they use it every week and 14% said they only use it monthly or rarely.

One of the key reasons for sending out this survey was to enquire about the services being offered at the Post Office in Ullesthorpe and to ask what new services residents wished to see offered. 35% of respondents favoured the introduction of a service to submit Passport/Driving Licence applications, 27% stated they wished to be able to purchase foreign currency on demand and 26% of respondents said they wished to be able to renew their Car Tax at the Post Office.

The remaining feedback mentioned the introduction of services such as being able to collect post that was unable to be delivered and a service to collect parcels from other couriers such as Yodel.

Conclusion

The survey indicates that the Post Office in Ullesthorpe is a hugely important local service to constituents in the surrounding villages, and one that almost all would like to see maintained, along with expanded services.

Following the results of this survey, Alberto Costa MP will be organising a meeting with the Post Office to discuss these findings and, alongside the Postmaster and other local stakeholders, will ask the Post Office to review the services currently being offered at the Post Office in Ullesthorpe with a view to introducing new services as identified by respondents.