



Dear Customer

Derrylin Post Office®
91 Main Street, Derrylin, Enniskillen, BT92 9LA

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to relocate this branch at a new location: Spar Derrylin, 46 Main Street, Derrylin, Enniskillen, BT92 9LA.

The current Post Office closed in September 2017, due the resignation of the postmaster and the withdrawal of premises for Post Office use. However we are working hard to finalise the move of this Post Office to the new location as soon as possible.

We received 65 individual comments from customers and local representatives during the consultation period. This feedback was mainly in support of the re-opening of the branch as the community welcomed the restoration of Post Office services to Derrylin. Customers also commented that the proposed premises are spacious with easy access for disabled and able bodies. Some respondents said that the new premises are located at a convenient and secure location with the availability and suitability of parking spaces. However a few responses raised slight concerns about privacy and queuing around the counter whilst using Post Office services. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access into the store is level with a wide automatic door. Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, Monday to Sunday. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The new branch will be opening, at Spar Derrylin, 46 Main Street, Derrylin, at 13:00 on Wednesday 10 October 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

Posters will now be displayed at the branch to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Thank you for considering our proposal.

Yours faithfully



Kenny Lamont
Regional Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Derrylin Post Office information sheet															
Address	Spar 46 Main Street Derrylin Enniskillen BT92 9LA														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>07:00 -23:00</td></tr> <tr><td>Tue</td><td>07:00 -23:00</td></tr> <tr><td>Wed</td><td>07:00 -23:00</td></tr> <tr><td>Thu</td><td>07:00 -23:00</td></tr> <tr><td>Fri</td><td>07:00 -23:00</td></tr> <tr><td>Sat</td><td>07:00 -23:00</td></tr> <tr><td>Sun</td><td>07:00 -23:00</td></tr> </table>	Mon	07:00 -23:00	Tue	07:00 -23:00	Wed	07:00 -23:00	Thu	07:00 -23:00	Fri	07:00 -23:00	Sat	07:00 -23:00	Sun	07:00 -23:00
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Distance	650 metres away from the current branch, along a varied terrain.														
Products & Services	The same range of Post Office products and services will continue to be available.														
Serving positions	There will be one Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility & Accessibility works	<p>Access and facilities The proposed premises has a wide automatic door and level access at the entrance.</p> <p>Parking/Buses There is a car park with disabled bays directly outside the proposed premises.</p>														
Retail	Convenience store														
Date of relocation	10 October 2018														