



Dear Customer

**Holme Mobile Service®**  
**Outside Old Post Office, Station Road, Holme, Peterborough, PE7 3PH**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to change the opening hours at the above service.

We received 17 individual responses from customers and local representatives during the consultation period. From the feedback we received, it was clear that customers valued access to Post Offices services from the mobile service on a Friday and with this in mind, I have made a change to our original proposal.

From week commencing 5 March 2018, Holme Mobile Service will operate from the same location on Friday 14:00 – 16:00.

Our priority is to safeguard Post Office services to the local community. In order to provide a sustainable service to our customers, it is important that the service is feasible for our operator. I am therefore confident that changing the opening hours is the correct course of action to take whilst adequately meeting the needs of the community and ensuring the service is sustainable into the future. We will continue to review and monitor service on an ongoing basis and should customer usage increase significantly, consideration would be given to adjusting opening times accordingly.

Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).




Thank you for considering our proposal.

Yours faithfully

***Sarah Lambert***

**Sarah Lambert**  
**Network Operations Area Manager**

How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.**

**Details of the new service:**

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**Holme Mobile Service®**

Outside Old Post Office  
Station Road  
Holme  
Peterborough  
PE7 3PH

**New opening times**

Friday	14:00 - 16:00
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**Services**

The same range of services will continue to be available.

**Access and facilities**

No change.

**Transport/parking**

No change.

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