



Dear Customer

**Hutton Rudby Post Office®**  
**38 North Side, Hutton Rudby, Yarm, TS15 0DA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Spar, Greaves Garage, Garbutts Lane, Hutton Rudby, Yarm, TS15 0DD, where it will operate as one of our new local style Post Office branches.

We received 20 individual responses from customers during the local public consultation period. Some feedback focused on the proposed move of the branch away from its current location, whilst other responses welcomed the retention of Post Office services in the area and the longer opening hours the new branch would provide. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Hutton Rudby Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator, who was the sole applicant, was successfully appointed following the completion of our application process.

I appreciate that the proposed premises are located approximately 450 metres from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. For those using their own transport to access the new branch there is customer parking, including 2 designated disabled bays outside the new branch.

Local community transport schemes such as Stokesley & District Community Care Association may provide an alternative option for customers in Hutton Rudby wishing to access the new branch. Further details are available by telephone on 01642 710190 and will be displayed on the notice board at the new branch. Additionally Sunshine Project North East may also be of assistance to customers and can be contacted on 01642 941923.

We recognise that the Post Office plays an important part in the lives of customers, particularly for elderly and disabled customers, and we want to make our services as accessible as possible. The new Post Office will be housed within a newly built store with a customer walkway from the parking area to the store entrance. Inside the store, the new branch will be 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 operator on the internal layout and will ensure there is clear access into the premises. Aisles and the entrance area will be kept free from obstructions, with adequate room provided for customers to queue and for a wheelchair to move around the shop and access Post Office services.

The local model is a more modern of offering Post Office services, but it does not compromise the professional service standards that we provide at all of our branches. We will 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. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care

The new local style Post Office operates 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, including the collection of undeliverable items of mail, alongside retail transactions. Customers can also access the full range of Post Office products and services at Stokesley Post Office which can be reached by a regular bus service.

The change also means that local residents now benefit from significantly longer opening hours, including lunchtimes, Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

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. Having also reviewed pedestrian and vehicular access to the new site, 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 current branch will close at 17:30 on Tuesday 5 September 2017, with the new branch opening, at Spar, Greaves Garage, at 13:00 on Wednesday 6 September 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Stokesley Post Office, 44 High Street, Stokesley, Middlesborough, TS9 5DQ

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 188327

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.


Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

 FREEPOST Your Comments  
**Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



**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.**

<b>Hutton Rudby Post Office information sheet</b>															
<b>Address</b>	Spar Greaves Garage Garbutts Lane Hutton Rudby Yarm TS15 0DL														
<b>Opening hours</b>	<table border="1"><tr><td>Mon</td><td>08:00 – 20:00</td></tr><tr><td>Tue</td><td>08:00 – 20:00</td></tr><tr><td>Wed</td><td>08:00 – 20:00</td></tr><tr><td>Thu</td><td>08:00 – 20:00</td></tr><tr><td>Fri</td><td>08:00 – 20:00</td></tr><tr><td>Sat</td><td>08:00 – 20:00</td></tr><tr><td>Sun</td><td>08:00 – 20:00</td></tr></table>	Mon	08:00 – 20:00	Tue	08:00 – 20:00	Wed	08:00 – 20:00	Thu	08:00 – 20:00	Fri	08:00 – 20:00	Sat	08:00 – 20:00	Sun	08:00 – 20:00
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<b>Distance</b>	450 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises will have an automatic wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are parking facilities at the new premises, including 2 designated disabled bays.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Wednesday 6 September 2017														

**Hutton Rudby Post Office® services available**

**Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	<b>Express 24 &amp; 48</b>
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Products marked * are available at <b>Stokesley</b> Post Office, 44 High Street, Stokesley, Middlesborough, TS9 5DQ	<p>Opening times:</p> <p>Mon – Sat      09:00 – 17:30</p> <p>Sun                Closed</p>