



Dear Customer

Kirkbymoorside Mobile services
Local Public Consultation Decision

I am writing further to my letter dated 20 March 2018 to confirm that we will be proceeding with our proposal to restore Post Office services to the communities of Wintringham and Great Habton, and also introduce a Mobile service at Hovingham and Welburn. There is also a change to the operating hours of the Slingsby Mobile service and some minor changes to the current hours of service at Huttons Ambo, Terrington and West Heslerton.

All of the above mentioned services and changes commenced from 19 March 2018.

We have received 13 comments from local representatives and customers during the local public consultation period. The feedback welcomed the restoration of Post Office services to Hovingham and Welburn.

Please be assured, we will continue to review and monitor services on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the introduction of the new Mobile service is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide future sustainability for the Post Office.

Please note that there has been a change of location for the Hovingham Mobile service from the one stated in my previous letter, due to connection issues. Full details of all the new services and opening times are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this service 215349.

Posters will now be displayed locally to let customers know about this decision.




Thank you for considering our proposal.

Yours faithfully

Gail Burnett

Gail Burnett
Area Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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.

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. 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.

Details of the new Mobile services:

Wintringham Mobile Service

Wintringham Village Hall Car Park
Wintringham
Malton
YO17 8HY

Opening times

Monday	13:30 – 14:00
Wednesday	13:30 – 14:00

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

The van stops in the Car Park of the Village Hall.

Great Habton Mobile Service

Opposite The Grapes
Next to Post Box
Great Habton
Malton
YO17 6TU

Opening times

Monday	12:00 – 12:30
Friday	10:15 – 10:45

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to the Mobile Van.

Hovingham Mobile Service

Hovingham Village Hall,
Main Street,
Hovingham,
YO62 4LF

Opening times

Tuesday	14:30 – 15:00
Thursday	09:45 – 10:15

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to the Mobile Van.

Welburn Mobile Service

Near Leaf & Loaf
Welburn
YO60 7DX

Opening times

Wednesday	12:45 – 13:15
Friday	14:00 – 14:30

Services

A wide range of services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

There is a step into the Mobile vehicle, however an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Transport/parking

Parking is available close to the Mobile Van.

Details of the changes to existing Mobile services:

Slingsby Mobile service The Balk Near Sycamore Close Slingsby York YO62 4BG	Opening times	
	Monday	10:15 - 11:45
	Wednesday	09:45 - 10:45
	Thursday	10:30 - 11:30
	Friday	11:00 - 12:00

Huttons Ambo Mobile service Pole Number 907 Opposite Orchard Cottage Low Hutton Huttons Ambo York YO60 7HF	Opening times	
	Tuesday	11:15 - 12:15
	Friday	14:45 - 15:30

Terrington Mobile service 10 Yards from Bay Horse Inn Main Street Terrington YO60 6PP	Opening times	
	Monday	08:30 - 10:00
	Tuesday	13:15 - 14:15
	Wednesday	11:00 - 12:00
	Thursday	11:45 - 12:45
	Friday	12:15 - 13:15

West Heselton Mobile service Opposite The Dawney Arms Railway Street West Heselton YO17 8RQ	Opening times	
	Monday	14:15 - 15:30
	Tuesday	09:45 - 10:45
	Wednesday	14:15 - 15:30
	Thursday	13:45 - 14:45