



Dear Customer

### **Kirkbymoorside Mobile services**

#### **Local Public Consultation**

We're pleased to let you know that we have restored Post Office services to the communities of Wintringham and Great Habton with the introduction of a Mobile service.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We're therefore pleased to inform you that the Postmaster who operates the Kirkbymoorside Mobile Post Office has extended Mobile services to these locations. The Mobile service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

In addition to restoring these services, we have also identified a need for services at Hovingham and Welburn and will also be adding these two locations to the Mobile service.

To accommodate these new Mobile services, we have made some changes to the current hours of service at Slingsby and also some minor changes to the current hours of service at Huttons Ambo, Terrington and West Heslerton.

Full details of the proposed new services are provided at the end of this letter.

#### **Consulting on the proposed changes**

Although the services commenced on 19 March 2018, we're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. We would like to hear your views particularly on the following areas:

- How suitable do you think the proposed new Mobile services and stopping points are to the communities of Wintringham and Great Habton
- How easy is it to get there
- Do you have any comments on the proposed days and opening hours
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Are there any feedback or general comments you would like to make about the proposed change

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for these services by entering branch name, postcode or the unique branch code as given below, this will then give you a further search function to find the service you wish to comment on.

Kirkbymoorside - 215349

[postofficeviews.co.uk](https://postofficeviews.co.uk)

## Dates for local public consultation:

Local Public Consultation starts	21 March 2018
Local Public Consultation ends	4 May 2018
Date of Change	19 March 2018

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

Although the change to services has already taken place, this does not affect the period of public consultation which is ongoing until 4 May 2018.

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation we will inform our customers of the final plans by displaying posters locally.

Thank you for considering our proposal.

Yours faithfully



**Kenny Lamont**  
**Network Operations Area 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.**

Want to tell us what  
you think right here and  
now – scan here.

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



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

**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 Mobile services:

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### Wintringham Mobile Service

Wintringham Village Hall Car Park  
Wintringham  
Malton  
YO17 8HY

#### Proposed 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.

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### Great Habton Mobile Service

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

#### Proposed 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.

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### 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.

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### 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.

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**Details of the changes to existing Mobile services:**

<b>Slingsby Mobile service</b> The Balk Near Sycamore Close Slingsby York YO62 4BG	<b>Previous Opening times</b>		<b>New Opening times</b>	
	Monday	10:45 – 12:45	Monday	10:15 – 11:45
	Wednesday	10:15 – 11:30	Wednesday	09:45 – 10:45
	Thursday	09:45 – 11:00	Thursday	10:30 – 11:30
	Friday	10:15 – 11:45	Friday	11:00 – 12:00

<b>Huttons Ambo Mobile service</b> Pole Number 907 Opposite Orchard Cottage Low Hutton Huttons Ambo York YO60 7HF	<b>Previous Opening times</b>		<b>New Opening times</b>	
	Tuesday	11:30 – 13:00	Tuesday	11:15 – 12:15
	Friday	14:00 – 15:30	Friday	14:45 – 15:30

<b>Terrington Mobile service</b> 10 Yards from Bay Horse Inn Main Street Terrington YO60 6PP	<b>Previous Opening times</b>		<b>New Opening times</b>	
	Monday	08:30 – 10:30	Monday	08:30 – 10:00
	Tuesday	13:30 – 14:45	Tuesday	13:15 – 14:15
	Wednesday	11:45 – 13:00	Wednesday	11:00 – 12:00
	Thursday	11:15 – 12:30	Thursday	11:45 – 12:45
	Friday	12:00 – 13:15	Friday	12:15 – 13:15

<b>West Heslerton Mobile service</b> Opposite The Dawney Arms Railway Street West Heslerton YO17 8RQ	<b>Previous Opening times</b>		<b>New Opening times</b>	
	Monday	13:30 – 15:30	Monday	14:15 – 15:30
	Tuesday	09:45 – 11:00	Tuesday	09:45 – 10:45
	Wednesday	14:00 – 15:30	Wednesday	14:15 – 15:30
	Thursday	13:30 – 14:45	Thursday	13:45 – 14:45

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)