



Dear Customer

**Lady Post Office®
Sanday, Orkney, KW17 2BW**

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 Sanday Community Shop, Sanday, Orkney, KW17 2BW where it will operate as one of our new local style Post Office branches.

We received 28 individual responses from customers during the local public consultation period. The main feedback welcomed the proposed longer opening hours and parking facilities. Other feedback commented on the availability of space inside the proposed premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

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 will be via a permanent ramp with a wide door at the entrance. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

The new local style Post Office will operate from an open plan till, 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, including afternoons, Saturdays, Sundays and longer opening times throughout the week, so customers can use our services 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. 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.

Details of the new service are provided at the end of this letter together with a product list, which lets you know which services will be available at your new branch.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 132845

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, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Kenny Lamont
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

Lady Post Office information sheet

Address	Sanday Community Shop Sanday Orkney KW17 2BW														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 – 20:00</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 20:00</td></tr><tr><td>Thursday</td><td>09:00 – 20:00</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>13:00 – 16:00</td></tr></table>	Monday	09:00 – 20:00	Tuesday	09:00 – 17:30	Wednesday	09:00 – 20:00	Thursday	09:00 – 20:00	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	13:00 – 16:00
Monday	09:00 – 20:00														
Tuesday	09:00 – 17:30														
Wednesday	09:00 – 20:00														
Thursday	09:00 – 20:00														
Friday	09:00 – 17:30														
Saturday	09:00 – 17:30														
Sunday	13:00 – 16:00														
Distance	Opposite the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Entrance will be via a permanent ramp with a wide door. Internally, there will be a hearing loop and space for a Wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch														

Lady Post Office® services available

Your operator 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	✓
Other Products (with the exception of BdeC Euros) are available at Sanday Post Office, Sanday, Orkney, KW17 2BJ	Opening times: Mon, Tue & Thu 09:00 – 12:30 Fri 14:00 – 17:30