



Dear Customer,

Local public consultation – Decision

**Millisle Post Office
27 Main Street, Millisle, Newtownards, BT22 2BL**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Eurospar Millisle, 26 Moss Road, Millisle, BT22 2DS.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

We received a number of responses from customers and their representatives mainly welcoming the proposal. I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. An information sheet is at the end of this letter providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close on Sunday 26 June 2022 at 13:00, with the new branch opening, at Eurospar Millisle, on Friday 01 July 2022 at 13:00. If there are any unforeseen circumstances 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 two alternative Post Office branches are provided below for your convenience:

- Donaghadee Post Office, 11 Bridge Street, Donaghadee, BT21 0AD
- Moat Street Post Office, 104 Moat Street, Donaghadee, BT21 0ED

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Yours faithfully

Kenny Lamont

Kenny Lamont
Network Provision Manager
Post Office Limited

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postofficeviews.co.uk

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call
03452 66 01 15 or Textphone 03457 22 33 55.

Appendix A

Response to Local Public Consultation

Consultation started 02 November 2021

Consultation ended 14 December 2021

Consultation responses

- 151 responses from customers and local representatives

Key issues raised

- Distance
- Traffic congestion and pedestrian access
- Access and Internal Space
- Products and Services
- Security and Privacy
- Royal Mail Post Box

Response to issues raised

Distance

The new premises are located approximately 140 metres from the branch. 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.

Traffic congestion and pedestrian access

Peak time traffic congestion is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers and we are confident that the new branch will provide excellent access to Post office services. Regarding pedestrian access to the new Post Office, while a specific pedestrian walkway is not possible due to planning regulations, our new operator will continue to monitor the situation to ensure customers can access the branch safely on foot.

Access and Internal Space

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.

Products and Services

A range of services would still be available at the new branch, with the exception of Vehicle Tax. The nearest alternative Post Office offering this service can be found approximately 2.4 miles away at Donaghadee Post Office, 11 Bridge Street, Donaghadee, BT21 0AD.

Security and Privacy

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. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Royal Mail Post Box

Royal Mail are responsible for the provision of all external post boxes. Post Office have made them aware of the branch relocation and the decision to relocate the post box now rests with them.

Appendix B

Millisle Post Office Information Summary

Eurospar Millisle
26 Moss Road
Millisle
BT22 2DS

New opening hours

Mon – Sun	08:00 - 20:00
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During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

A range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide automatic door and level access at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new premises would be located approximately 140 metres away from the previous branch, along varied terrain.

Parking is available at the new premises with a designated disabled bay and a parent and toddler bay.

Retail

Convenience Store/Petrol Station.

Millisle Post Office services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.

	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. Tracked & Signed)	✓
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	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other Products are available at Donaghadee Post Office, 11 Bridge Street, Donaghadee, BT21 0AD	

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - (postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk
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FREEPOST Your Comments

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.