



Dear Customer

**North Bransholme Post Office®**  
**Previously Located at: Kingston Upon Hull City Council,**  
**9 Grampion Shopping Centre, Bransholme, Hull, HU7 5BZ**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to re-open this service at Heron Foods Ltd, 1-2 Grampion Way, North Bransholme, Hull, HU7 5BZ where it will operate as one of our new local Post Office branches. The new branch was due to open at Heron Foods Ltd on Monday 6 August 2018, however due to unforeseen circumstances there has been a delay in re-opening and the branch is now scheduled to open on Saturday 8 September 2018.

We received 7 individual responses from customers and local representatives during the consultation period. In the main, this feedback welcomed the restoration of Post Office services to North Bransholme, however some commented about the access and the availability of space inside the store.

This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with automatic double doors 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 two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

The local residents will benefit from significantly longer opening hours, including 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 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.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](https://postofficeviews.co.uk)




Thank you for considering our proposal.

Yours faithfully



**Allison Wallace**  
**Regional Network Change Manager**

How to contact us:

-  [postofficeviews.co.uk](https://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](https://www.postoffice.co.uk/privacy)

**Details of the new service:**

<b>North Bransholme Post Office information sheet</b>															
<b>Address</b>	Heron Foods Ltd 1 – 2 Grampian Way North Bransholme Hull HU7 5BZ														
<b>Post Office Opening hours</b>	<table><tr><td>Monday</td><td>08:00 - 20:00</td></tr><tr><td>Tuesday</td><td>08:00 - 20:00</td></tr><tr><td>Wednesday</td><td>08:00 - 20:00</td></tr><tr><td>Thursday</td><td>08:00 - 20:00</td></tr><tr><td>Friday</td><td>08:00 - 20:00</td></tr><tr><td>Saturday</td><td>08:00 - 20:00</td></tr><tr><td>Sunday</td><td>09:00 - 17:00</td></tr></table>	Monday	08:00 - 20:00	Tuesday	08:00 - 20:00	Wednesday	08:00 - 20:00	Thursday	08:00 - 20:00	Friday	08:00 - 20:00	Saturday	08:00 - 20:00	Sunday	09:00 - 17:00
Monday	08:00 - 20:00														
Tuesday	08:00 - 20:00														
Wednesday	08:00 - 20:00														
Thursday	08:00 - 20:00														
Friday	08:00 - 20:00														
Saturday	08:00 - 20:00														
Sunday	09:00 - 17:00														
<b>Distance</b>	Approximately 50 metres away from the previous branch, along level terrain.														
<b>Products &amp; Services</b>	The same range of services will continue to be available excluding comprehensive range of Travel Money, car tax and On Demand Travel Insurance.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises has automatic double doors and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Transport/parking</b> There is a car park outside the new premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of re-opening</b>	Saturday 8 September 2018														

**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.**

North Bransholme Post Office® services available	
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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
<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	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Other Products are available at <b>Bransholme</b> Post Office, 51a Goodhart Road, Bransholme, Hull, HU7 4JF	
Opening times: Mon, Wed, Thu, Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30	