



Dear Customer

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

Public Consultation – Branch Re-opening

We are proposing to re-open the above Post Office branch at a new location – Heron Foods Ltd, 1-2 Grampion Way, North Bransholme, Hull, HU7 5BZ. I'm also pleased to tell you that it will change to one of our new local style branches when the branch re-opens.

The branch closed in October 2017 because of the resignation of the Postmaster and the withdrawal of the premises for Post Office use. Since the closure we have worked to restore the service to our customers in this area of Bransholme. I am therefore pleased to inform you that a new operator, has provided us with the opportunity to incorporate the Post Office service into their existing convenience store, approximately 50 metres from the previous location.

What will this mean for customers?

- Post Office services will be offered from two tills on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

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

Consulting on the proposed changes

In order to restore a service to our customers in Bransholme, we are planning to open the new service on Monday 6 August 2018. Therefore we're now starting a 6 week local public consultation which will end on 26 July 2018 however, we would like to hear your views, particularly around the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If so is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change 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 this branch either by branch name, postcode or the unique branch code 174321

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	14 June 2018
Local Public Consultation ends	26 July 2018
Proposed date of re-opening	6 August 2018

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in the store.

At the end of the consultation we'll let you know our final plans by displaying a poster in the store.

Thank you for considering our proposal.

Yours faithfully



Allison Wallace
Area Network Change 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

This is all you need to add to your envelope for your letter to reach us

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.



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

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 00 15 or Textphone 03457 22 33 55.

North Bransholme Post Office information sheet															
Proposed new Post Office location (subject to local public consultation)															
Address	Heron Foods Ltd 1 – 2 Grampian Way North Bransholme Hull HU7 5BZ														
Post Office Opening hours	<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														
Distance	Approximately 50 metres away from the previous branch, along level terrain.														
Products & Services	The same range of services will continue to be available excluding comprehensive range of Travel Money, Car Tax and On Demand Travel Insurance.														
Accessibility & Accessibility works	<p>Access and facilities The proposed premises has a wide door and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Transport/parking There is a car park outside the proposed premises.</p>														
Local Public Consultation starts	14 June 2018														
Local Public Consultation ends	26 July 2018														
Proposed date of re-opening	6 August 2018														

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 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 & Aisure)	✓
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	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
<p>Other Products are available at Bransholme Post Office, 51a Goodhart Road, Bransholme, Hull, HU7 4JF</p> <p>Opening times: Mon, Wed, Thu, Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30</p>	

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 www.postofficeviews.co.uk