



Dear Customer

**North Ferriby Post Office®
48 Church Road, North Ferriby, HU14 3AA**

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 May News Ltd, 40 Church Road, North Ferriby, HU14 3BU, where it will operate as one of our new local style Post Office branches.

We received 69 individual responses from customers and local representatives during the local public consultation period. The majority of comments related to concerns about the size of the proposed premises which was said to be too small, access into and inside the shop and car parking.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council to review all the consultation responses. All the feedback we received helped us to better understand customers' concerns and views and was taken into account in finalising our plans.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate North Ferriby Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the operator. The processes we follow are established and robust and the new operator at May News was successfully appointed following the completion of our application process.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide, including the current site. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have reviewed this further. Roadside parking is available outside the proposed shop and further along Church Road with a designated disabled parking bay close by. I am therefore satisfied that there is adequate parking in the vicinity of the proposed branch to meet customer requirements.

We recognise 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 possible. I am pleased to confirm that a permanent ramp has been installed at the entrance to provide easier access into to the shop, however, this does not affect the outcome of the consultation. Inside, the new branch will be built in line with Post Office specification making sure there is sufficient space for customers. We will be working closely with the new operator in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Shopping aisles will have sufficient width and the waiting area will also be kept free from obstructions, with adequate room provided for customers to move around the store without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained to the same high standard as in all our branches and their training will include instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the vast majority of Post Office products and services will continue to be available following the change and the very small number of services that will not be offered will continue to be available at Hesse Post Office which provides the full range of Post Office services and can be reached by a direct bus service.

The change also means that local residents will benefit from earlier opening during weekdays, as well as Saturday afternoon and Sunday, so customers can use our services seven days a week and at times that suit them better. Further 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 have carefully considered our original proposal, the feedback received during the 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 meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The previous branch closed at 17:30 on Wednesday 14 March 2018 and the new branch opened on Friday 6 April at 11:00. Please accept our apologies for any inconvenience caused by the delay in opening this branch.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 219321.

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



Suzanne Richardson
Regional Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

North Ferriby Post Office information sheet

Address	May News Ltd 40 Church Road North Ferriby HU14 3BU														
Opening hours	<table border="1"><tr><td>Monday</td><td>05:00 – 17:00</td></tr><tr><td>Tuesday</td><td>05:00 – 17:00</td></tr><tr><td>Wednesday</td><td>05:00 – 17:00</td></tr><tr><td>Thursday</td><td>05:00 – 17:00</td></tr><tr><td>Friday</td><td>05:00 – 17:00</td></tr><tr><td>Saturday</td><td>05:00 – 17:00</td></tr><tr><td>Sunday</td><td>05:00 – 11:00</td></tr></table>	Monday	05:00 – 17:00	Tuesday	05:00 – 17:00	Wednesday	05:00 – 17:00	Thursday	05:00 – 17:00	Friday	05:00 – 17:00	Saturday	05:00 – 17:00	Sunday	05:00 – 11:00
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Sunday	05:00 – 11:00														
Distance	50 metres away from 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 Access is via a permanent and a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available directly outside the premises, with a designated disabled bay close by. There is also roadside parking available further along Church Road.</p>														
Retail	Convenience store														
Date of Relocation	11:00 on Friday 6 April 2018														

North Ferriby Post Office® services available

Your Postmaster 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	Express 24 & 48
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	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Car tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Hessle Post Office, 11-11a Prestongate, Hessle, HU13 0RD	Car tax only Opening times: Mon & Fri 08:30 – 17:30 Tue, Wed & Thu 09:00 – 17:30 Sat 09:00 – 13:30