



Dear Customer

**Ollaberry Post Office®  
Ollaberry, Shetland, ZE2 9RT**

**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 Ollaberry Shop, Ollaberry Industrial Estate, Ollaberry, Shetland, ZE2 9RT, where it will operate as one of our new local style Post Office branches.

We received 09 individual responses from customers during the local public consultation period. The main feedback was supportive of the proposal as the new location was said to be closer for some people, would provide better parking, easier access and more space inside. However, it was also commented that the new location is slightly further away. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 1.6 miles from the current site. 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.

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 and 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 serving point, located alongside the retail counter enabling customers to carry out a wide range of Post Office products and services. 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. We will also 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.

The change also means that 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 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.

We regret to inform you that due to operational issues we was unable to open Ollaberry Post Office on Thursday 22 March 2018 as previously advised. We are working hard to overcome these issues and hope to open the new branch as soon as possible.

Customers are free to visit the branch most convenient for them. However the following alternative branches are located nearby:

- North Roe Post Office, North Roe, Shetland, ZE2 9RY
- Freefield Post Office, Toll Clock Shopping Centre, North Road, Shetland, ZE1 0DE
- Brae Post Office, Brae, Shetland, ZE2 9QG

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

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](http://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 Manager**

How to contact us:

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

<b>Ollaberry Post Office information sheet</b>															
<b>Address</b>	Ollaberry Shop Ollaberry Industrial Estate Shetland ZE2 9RT														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 18:00</td> </tr> <tr> <td>Sunday</td> <td>14:00 – 17:00</td> </tr> </tbody> </table>	Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 18:00	Sunday	14:00 – 17:00
Monday	09:00 – 18:00														
Tuesday	09:00 – 18:00														
Wednesday	09:00 – 18:00														
Thursday	09:00 – 18:00														
Friday	09:00 – 18:00														
Saturday	09:00 – 18:00														
Sunday	14:00 – 17:00														
<b>Distance</b>	1.6 miles away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises would have a wide door and level access with a handrail. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are parking facilities at the new premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	Date to be confirmed														

**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.**

**Ollaberry 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	✓
<b>Payment by cheque</b>	
Other Products are available at <b>North Roe</b> Post Office, North Roe, Shetland, ZE2 9RY	Opening times: Mon – Sat      10:00 – 12:00 Sun              Closed
Other Products are available at <b>Freefield</b> Post Office, Toll Clock Shopping Centre, North Road, Shetland, ZE1 0DE	Mon – Sat      09:00 – 17:30 Sun              Closed
Other Products are available at <b>Brae</b> Post Office, Brae, Shetland, ZE2 9QG	Mon – Sun      07:00 – 22:00