



Dear Customer

**Pulteneytown Post Office®
Smith Terrace, Wick, KW1 5HD**

Local public consultation

We are proposing, with the postmaster's, to move the above Post Office branch to a new location - Pulteneytown Peoples Project, Pulteneytown Centre, Huddart Street, Wick, KW1 5BA. If the move goes ahead, subject to consultation and the appointment of a new postmaster, it will change to one of our new local style branches.

Why are we moving?

We're proposing this move as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a local style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the Pulteneytown community into the future.

Your new Post Office branch

Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the operator, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed 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.

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 144840

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	27 April 2018
Local Public Consultation ends	08 June 2018
Proposed month of change	June/July 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 branch.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

Yours faithfully

Clive Serplus

Clive Serplus
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.



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.

Pulteneytown Post Office information sheet									
	Current Post Office location				Proposed new Post Office branch location (subject to local public consultation)				
Address	Pulteneytown Post Office Smith Terrace Wick KW1 5HD				Pulteneytown People Project Pulteneytown Centre Huddart Street Wick KW1 5BA				
Post Office opening hours		Mon	09:00 – 13:00 14:00 – 17:00			Mon	09:00 – 17:30		
		Tue	09:00 – 13:00 14:00 – 17:00			Tue	09:00 – 17:30		
		Wed	09:00 – 17:00			Wed	09:00 – 17:30		
		Thu	09:00 – 13:00 14:00 – 17:00			Thu	09:00 – 17:30		
		Fri	09:00 – 13:00 14:00 – 17:00			Fri	09:00 – 17:30		
		Sat	10:00 – 12:30			Sat	09:00 – 16:00		
		Sun	Closed			Sun	Closed		
Distance	350 metres away from the current branch, along varied terrain.								
Accessibility & Accessibility works	Access and facilities Current branch has a wide door and a threshold strip. Internally, there is a hearing loop and space for a wheelchair. Parking Roadside parking is available nearby.				Access and facilities The proposed premises would have a wide automatic doors and level access. Internally, there would be a hearing loop and space for a wheelchair. Parking There is limited parking and 1 disable bay available directly outside the premises.				
Retail	Cards and stationery				Cafe				
Local Public Consultation starts	27 April 2018								
Local Public Consultation ends	08 June 2018								
Proposed month of change	June/July 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.

Pulteneytown 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		
	Current branch	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	✓	x
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	✓	x
Bill payments		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euro	Euro
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque	✓	x
Products marked x are available at Thurso Post Office, Scottish Co-Op, Meadow Lane, Thurso, KW14 8ER	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 17:30	

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