



Dear Customer

Ripon Mobile Service

We are really pleased to let you know that we will be restoring Post Office services to the community of Ripley as a temporary Mobile service while we continue to seek a permanent solution. The Ripley branch closed earlier this year due to resignation of the postmaster and the establishment of a Mobile service presents the best temporary solution to restore Post Office services to the local community. This Mobile service will be operating from outside Hotel De Ville, Town Hall, Main Street, Ripley, Harrogate, HG3 3AX and is scheduled to start on Thursday 6 August 2020.

Additionally, we will introduce a new Mobile service to local community of Grewelthorpe from Monday 3 August 2020 operating from outside the Village Hall, Lake Terrace, Grewelthorpe, Ripon, HG4 3BU.

The Postmaster from Ripon Post Office will be providing both Mobile services. A Mobile service is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

To accommodate these new Mobile services there will be some changes to the current opening times at North Stainley, Masham, Glasshouses, Lofthouse and Hampsthwaite. These changes will start week commencing Monday 3 August 2020.

Further details of these services are provided at the end of this letter and posters will be displayed locally so customers are aware of the change.

I know that the local communities will join me in welcoming this good news and hope that you and our customers will continue to use those services. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new services, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in providing Post Office services.

Yours faithfully

Angela Bettison

Angela Bettison
Change Manager

How to contact us:

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

Details of the Temporary Mobile service at Ripley

Ripley Mobile Service

Outside Hotel De Ville
Town Hall
Main Street
Ripley
Harrogate
HG3 3AX

Services

A wide range of services will continue to be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Thursday	15:15 – 16:15
----------	---------------

Transport/parking

Parking is available close to where the Mobile van will be parked.

Details of the New Mobile service at Grewelthorpe

Grewelthorpe Mobile Service

Outside Village Hall
Lake Terrace
Grewelthorpe
Ripon
HG4 3BU

Services

A wide range of services will be available.

Access and facilities

There is a step into the Mobile vehicle, but an electronic tailgate is available to facilitate easy access for wheelchair users and those with disabilities.

Opening times

Monday	10:40 – 11:25
--------	---------------

Transport/parking

Parking is available close to where the Mobile van will be parked.

Details of the changes to existing Mobile services:

	Current Opening times	New Opening times												
North Stainley Mobile Service Q8 North Stainley Service Station North Stainley HG4 3HT	<table border="1"><tr><td>Thursday</td><td>09:00 – 09:45</td></tr></table>	Thursday	09:00 – 09:45	<table border="1"><tr><td>Wednesday</td><td>15:15 – 16:00</td></tr></table>	Wednesday	15:15 – 16:00								
Thursday	09:00 – 09:45													
Wednesday	15:15 – 16:00													
Masham Mobile Service Outside Masham Community Hub 7 Little Market Place Masham HG4 4DY	<table border="1"><tr><td>Monday</td><td>11:00 – 15:00</td></tr><tr><td>Wednesday</td><td>13:00 – 15:00</td></tr><tr><td>Thursday</td><td>10:00 – 12:00</td></tr></table>	Monday	11:00 – 15:00	Wednesday	13:00 – 15:00	Thursday	10:00 – 12:00	<table border="1"><tr><td>Monday</td><td>11:40 – 15:25</td></tr><tr><td>Wednesday</td><td>13:00 – 15:00</td></tr><tr><td>Thursday</td><td>09:00 – 11:00</td></tr></table>	Monday	11:40 – 15:25	Wednesday	13:00 – 15:00	Thursday	09:00 – 11:00
Monday	11:00 – 15:00													
Wednesday	13:00 – 15:00													
Thursday	10:00 – 12:00													
Monday	11:40 – 15:25													
Wednesday	13:00 – 15:00													
Thursday	09:00 – 11:00													
Glasshouses Mobile Service Opposite Cliff View Terrace Glasshouses Harrogate HG3 5QU	<table border="1"><tr><td>Thursday</td><td>13:40 – 14:25</td></tr></table>	Thursday	13:40 – 14:25	<table border="1"><tr><td>Thursday</td><td>12:40 – 13:25</td></tr></table>	Thursday	12:40 – 13:25								
Thursday	13:40 – 14:25													
Thursday	12:40 – 13:25													
Lofthouse Mobile Service Car Park Outside Lofthouse Memorial Hall Pateley Bridge Harrogate HG3 5RL	<table border="1"><tr><td>Thursday</td><td>12:30 – 13:15</td></tr></table>	Thursday	12:30 – 13:15	<table border="1"><tr><td>Thursday</td><td>11:30 – 12:15</td></tr></table>	Thursday	11:30 – 12:15								
Thursday	12:30 – 13:15													
Thursday	11:30 – 12:15													
Hampsthwaite Mobile Service Hampsthwaite Memorial Hall car Park Hollins Lane Hampsthwaite Harrogate HG3 2EJ	<table border="1"><tr><td>Thursday</td><td>14:45 – 15:30</td></tr></table>	Thursday	14:45 – 15:30	<table border="1"><tr><td>Wednesday</td><td>13:50 – 15:05</td></tr></table>	Wednesday	13:50 – 15:05								
Thursday	14:45 – 15:30													
Wednesday	13:50 – 15:05													

To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.

Principles of Communities Engagement on changes to the Post Office network

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a communities

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key communities outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local communities issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Communities Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Communities Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03457 22 33 44
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Communities Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Communities Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.