



Dear Customer

Changes to Ripon Mobile service

Local Public Consultation

I'm really pleased to let you know that we are proposing to restore Post Office services to the communities of Cundall, Kewick and Nether Sinton SAS with the introduction of a Mobile service.

Since the closure of the above services we have continued to work to identify a solution to restore services to the local communities. We are therefore planning to introduce a Mobile service, which 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.

I am therefore pleased to inform you that the Postmaster from Ripon Post Office is willing to offer services to the above locations. The establishment of Mobile services presents the best possible solution to restore Post Office services to these communities. Further details are provided in Appendix 1.

In order to accommodate these Mobile services we are proposing to change the opening hours of Helperby and North Stainley Mobile service. Further details are provided in Appendix 2. There will also be minor changes to the current hours at Kirby Wiske and Kirklington. These changes is scheduled to take place week commencing 19 March 2018. Further details are provided in Appendix 3.

In addition to restoring these services, we have also identified a need for services at Wath and Melmerby and will also be adding these two locations to Ripon mobile van service. Further details are provided in Appendix 4.

Consulting on the proposed changes

We're now starting a 6 week local public consultation and would like you to tell us what you think about the proposal. Before we finalise our plans, we would like to hear your views particularly on the following areas:

- How suitable do you think the proposed new Mobile service and stopping points are to the communities of Cundall, Kewick and Nether Sinton SAS?
- How easy is it to get there?
- Do you have any comments about the proposed days or opening hours of the services?
- Are there any local community issues which you think could be affected by the proposal?

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are 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". Any information we receive will be considered as we finalise our plans for the new branch. If others in your organisation are interested in the proposal, please feel free to let them know about it.

You can share your views on the proposal 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 these services by entering branch name, postcode or the unique branch code as given below, this will then give you a further search function to find the service you wish to comment on.

Ripon Mobile 382323

postofficeviews.co.uk

Dates for local public consultation:

| | |
|----------------------------------|----------------------------------|
| Local Public Consultation starts | 16 March 2018 |
| Local Public Consultation ends | 2 May 2018 |
| Proposed Date of Change | Week commencing 19 March 2018 |

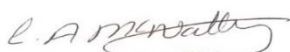
In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter. To restore Post Office services as quickly as possible to the local communities, we may introduce the services from week commencing 19 March 2018 however, we still welcome your feedback on the proposed services, and the period of consultation will remain open until 2 May 2018

We're carrying out consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

At the end of the consultation I'll be in touch again to confirm our final plans. We will inform our customers of the final plans by displaying posters locally.





Thank you for considering our proposal.

Yours sincerely



Lesley McNally
Network Operations Area 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

**Please note this is the full address to use
and no further address details are required.**

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

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.

Appendix 1

Details of the proposed new Mobile services:

Cundall Mobile Service

Outside Cundall Lodge Farm
Boroughbridge Road
Cundall
YO61 2RN

Proposed opening times

| | |
|-----------|---------------|
| Wednesday | 13:45 - 14:15 |
|-----------|---------------|

Services

The 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.

Transport/parking

Parking available close to the Mobile Van.

Kepwick Mobile Service

Outside Holly House
Kepwick
Thirsk
YO7 2JW

Proposed opening times

| | |
|----------|---------------|
| Thursday | 13:00 - 13:15 |
|----------|---------------|

Services

The 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.

Transport/parking

Parking available close to the Mobile Van.

Nether Silton SAS Mobile Service

The Gold Cup Inn Car Park
Lead Lane
Nether Silton
YO7 2JZ

Proposed opening times

| | |
|----------|---------------|
| Thursday | 12:30 - 12:45 |
|----------|---------------|

Services

The 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.

Transport/parking

Parking available close to the Mobile Van.

Appendix 2

Details of the changes to existing Mobile Services

| | | | | |
|--|------------------------------|---------------|--------------------------|---------------|
| Helperby Mobile Service Helperby Village Hall Main Street Helperby YO61 2NS | Current Opening times | | New Opening times | |
| | Monday | 12:30 – 14:00 | Monday | 12:30 – 14:00 |
| | Wednesday | 14:00 – 15:00 | Wednesday | 14:30 – 15:30 |
| | Friday | 12:00 – 13:00 | | |

| | | | | |
|--|------------------------------|---------------|--------------------------|---------------|
| North Stainley Mobile Service Q8 North Stainley Service Station Ripon HG4 3HT | Current Opening times | | New Opening times | |
| | Monday | 11:00 – 12:00 | Monday | 11:00 – 12:00 |
| | Friday | 10:30 – 11:30 | | |

Appendix 3

Details of minor changes to existing Mobile Services

| | | | | |
|---|------------------------------|---------------|--------------------------|---------------|
| Kirby Wiske Mobile Service The Village Hall Kirby Wiske YO7 4ER | Current Opening times | | New Opening times | |
| | Wednesday | 12:30 – 13:30 | Wednesday | 12:30 – 13:15 |
| | Thursday | 13:00 – 14:00 | Thursday | 13:45 – 14:30 |

| | | | | |
|---|------------------------------|---------------|--------------------------|---------------|
| Kirklington Mobile Service Village Hall Car Park The Green Kirklington DL8 2NB | Current Opening times | | New Opening times | |
| | Tuesday | 14:15 – 15:15 | Tuesday | 14:15 – 15:15 |
| | Thursday | 14:15 – 15:15 | Thursday | 14:45 – 15:15 |

Appendix 4

Details of the service at new locations:

Wath Mobile Service

Near Samwaies Hall
Main Street
Ripon
HG4 5ET

Opening times

| | |
|--------|---------------|
| Friday | 10:25 – 11:25 |
|--------|---------------|

Services

The 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.

Transport/parking

Parking available close to the Mobile Van.

Melmerby Mobile Service

The George & Dragon Inn Car Park
Main Street
Melmerby
Ripon
HG4 5HA

Opening times

| | |
|--------|---------------|
| Friday | 11:30 – 12:30 |
|--------|---------------|

Services

The 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.

Transport/parking

Parking available close to the Mobile Van.

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 postofficeviews.co.uk