



Dear Customer

Romanby Post Office®
2 The Green, Romanby, Northallerton, DL7 8NR

Public Consultation – Branch Relocation

As you may recall we recently advised you that Romanby Post Office would be closing temporarily following the resignation of the Postmaster and the withdrawal of the premises for Post Office use. Since then we have been working to find a solution that would enable us to maintain services locally and the service has remained open on a reduced basis.

I am now pleased to advise you we are proposing to replace Romanby branch by opening the branch in a new location at McColls, 11-15 Aindbery Road, Romanby, Northallerton, DL7 8HA from Friday 23 March 2018 at 13:00. The branch will close at its current location on Tuesday 20 March 2018 at 13:00.

A new operator has been appointed, providing us with the opportunity to incorporate Post Office services into their Convenience store which is located approximately 50 metres from the current branch. Full details of the proposed new service, are provided at the end of this letter.

Consulting on the proposed changes

The decision to move the branch to this new location has been made and we believe this is the best way forward to maintain Post Office services locally for the longer term. However, we would still like your views on access and service provision at the new location and we are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location particularly on the following areas:

- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Is there anything we could do to make it easier for customers

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. If others in your organisation are interested in the proposal, please feel free to let them know about it.

Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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 255309.

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	28 February 2018
Local Public Consultation ends	13 April 2018
Planned Date of opening at new location	23 March 2018

In order to maintain a Post Office service for our customers in area, the new branch will open on Friday 23 March 2018 at 13:00. However, this does not affect the period of public consultation which is ongoing until 13 April 2018. In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

We're carrying out this 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 let you know our final plans.

Thank you for considering our proposal.

Yours faithfully

Gail Burnett

Gail Burnett
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.**

We've published our final plan on-line, to see it, 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.

Romanby Post Office information sheet				
Proposed new Post Office location (subject to local public consultation)				
Address	McColls Retail Group 11-15 Aindbery Road Romanby Northallerton DL7 8HA			
Post Office Opening hours		Mon	07:00 - 22:00	
		Tue	07:00 - 22:00	
		Wed	07:00 - 22:00	
		Thu	07:00 - 22:00	
		Fri	07:00 - 22:00	
		Sat	07:00 - 22:00	
		Sun	07:00 - 22:00	
Distance	50 metres away from the current branch, along level terrain.			
Products & Services	The same range of products and services will continue to be available.			
Accessibility & Accessibility works	<p>Access and facilities Access into the store is via steps or a ramp with a handrail. There is a wide door at the entrance.</p> <p>Transport/parking There is a car park directly behind the store.</p>			
Local Public Consultation starts	28 February 2018			
Local Public Consultation ends	13 April 2018			
Planned date of re-opening at new location	23 March 2018 at 13:00			

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