



Dear Customer

**Ryhall Road Post Office®  
60 Ryhall Road, Stamford, PE9 1UF**

**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 Todays Express, 50 Kesteven Road, Stamford, PE9 1SU, where it will operate as one of our new local style Post Office branches.

We received 18 individual responses and a petition from customers during the local public consultation period. The main feedback centred on the distance to the proposed new location and the impact this may have on people residing in the area surrounding the current branch. Other feedback commented about parking and access into the proposed shop.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is considered. All the feedback we received helped us to better understand customers' concerns and views and was taken into account in making a decision.

It's clear that the Post Office plays an important part in the lives of customers, particularly to our older and less able customers and I appreciate that the proposed location is approximately 0.7mile away from the current site. In situations such as this, there will always be some people who are more inconvenienced than others and I acknowledge for some customers this may mean a slightly longer journey, for which I apologise. The new location is in the heart of a residential area and for many customers this would be closer and more convenient than at present.

Christ Church Stamford is a local community transport scheme that operates in the area, and may provide an option for customers wishing to access the new branch. Further details of the scheme are available by telephone on 01780 482380 and will be also be displayed at the new branch. There is also a regular bus service to our Stamford branch, which offers the full range of Post Office products and services, and for some people may provide a more convenient alternative option.

In terms of parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, the availability of parking is an issue outside the direct control of Post Office Limited, however I have reviewed this further. This has confirmed there is layby parking for several cars outside the premises. There is also roadside parking in the surrounding area. I am therefore satisfied that following the move Post Office services will remain accessible for customers.

We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. The new operator fully understands they are responsible for making sure their premises meet with all relevant legislation and I'm pleased to confirm that they will be installing a permanent ramp at the entrance before the new Post Office opens. They have also acquired next door premises and extended the shop to create more space and provide an improved layout for retail and Post Office customers.

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into and within the premises. Aisles and the queuing area will be kept free from obstructions and adequate room provided for customers and a wheelchair to move around without difficulty and access Post Office services.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that Post Office opening times will be aligned with the shop. This means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use 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, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied 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.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 225230

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)
-  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.



**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.**

<b>Kesteven Road Post Office information sheet</b>															
<b>Address</b>	<p>Today's Express 50 Kesteven Road Stamford PE9 1SU</p>														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>06:00 – 22:00</td></tr> <tr> <td>Tuesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Wednesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Thursday</td><td>06:00 – 22:00</td></tr> <tr> <td>Friday</td><td>06:00 – 22:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 22:00</td></tr> <tr> <td>Sunday</td><td>06:00 – 22:00</td></tr> </table>	Monday	06:00 – 22:00	Tuesday	06:00 – 22:00	Wednesday	06:00 – 22:00	Thursday	06:00 – 22:00	Friday	06:00 – 22:00	Saturday	06:00 – 22:00	Sunday	06:00 – 22:00
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Sunday	06:00 – 22:00														
<b>Distance</b>	0.7 mile away from the current 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> Access will be via a permanent ramp and a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There are parking facilities outside the premises and in the surrounding area.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed in branch														

Kesteven Road Post Office® services available	
Your operator 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
<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	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	✓
<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	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	x
Products marked x are available at <b>Stamford</b> Post Office, All Saints Place, Stamford, PE9 2EY	Opening times: Mon, Wed, Thu, Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30