



Dear Customer

South Cave Post Office®
24 Market Place, South Cave, Brough, HU15 2BP

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 One Stop Stores, 53 Market Place, South Cave, Brough, HU15 2AS, where it will operate as one of our new local style Post Office branches.

We received 20 individual responses from customers and local representatives during the local public consultation period. The main feedback was about the availability of space inside the proposed shop which was said to be busy and too small to accommodate a Post Office service, and parking in the area. We also had feedback which said the proposed premises would provide better access, improved layout and more space inside. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

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 premises will have level access and a wide door. Internally, the new branch will be built 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 the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

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. We discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. 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. There will also be adequate space to hold mail securely until it is collected by Royal Mail.

With regards to 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 spaces is outside the direct control of Post Office Limited, however I have reviewed this further. This has confirmed that parking is similar to the existing branch with roadside parking outside the store and slightly further along Market Place. In addition, there is a car park nearby situated off Church Street. I am therefore satisfied that following the move parking will meet the requirements of customers using the Post Office.

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. Although the Royal Mail sorting facility will cease at the current location, customers will still be able to collect their undeliverable items of mail at the new branch. Customers can access the full range of Post Office products and services at Brough Post Office, which can be reached by a regular bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Tuesday and Saturday afternoons, Sunday opening 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 and the feedback received during the local public consultation, period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident 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. When entering the website you will be asked to enter the code for this branch: 237321

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, 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
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.

South Cave Post Office information sheet															
Address	One Stop Stores 53 Market Place South Cave Brough HU15 2AS														
Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <tbody> <tr> <td>Monday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 21:00</td> </tr> </tbody> </table>	Monday	07:00 – 21:00	Tuesday	07:00 – 21:00	Wednesday	07:00 – 21:00	Thursday	07:00 – 21:00	Friday	07:00 – 21:00	Saturday	07:00 – 21:00	Sunday	07:00 – 21:00
Monday	07:00 – 21:00														
Tuesday	07:00 – 21:00														
Wednesday	07:00 – 21:00														
Thursday	07:00 – 21:00														
Friday	07:00 – 21:00														
Saturday	07:00 – 21:00														
Sunday	07:00 – 21:00														
Distance	45 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is parking available nearby</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed														

South Cave Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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

	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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Payment by cheque	
Other products are available at Brough Post Office, 57 Welton Road, Brough, HU15 1AB	Opening times: Mon & Tue 08:30 – 17:30 Wed – Fri 09:00 – 17:30 Sat 09:00 – 14:30