



Dear Sir/Madam

**Stronsay Post Office®  
Stronsay, Orkney, KW17 2AR**

**Local Public Consultation Decision**

I am writing to confirm that we will be proceeding with our proposal to relocate this branch further along the road to Ebenezer Stores, Stronsay, Orkney, KW17 2AR.

We received 2 individual responses from customers during the consultation period. The feedback welcomed the proposed move to the new location, but suggested different opening times. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

We do understand that for some customers the morning only opening times may be less convenient than for others. However we do consider that the existing opening times will allow us to maintain a service to the community for the longer term. We will, however, continue to review and monitor service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

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, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to maintain a Post Office service in Stronsay and provide future sustainability for the branch.

The current branch will close at 12:00 on Monday 26 June 2017, with the new branch opening, at Ebenezer Stores, Stronsay, at 08:30 on Thursday 29 June 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During this short period of closure customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Eday Post Office, Eday Community Enterprises, Millbounds, Orkney, KW17 2AB

Further details of the new service are provided at the end of this letter.

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: 12784599





Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Kenny Lamont".

**Kenny Lamont  
Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**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.**

**Details of the new service:**

<p><b>Stronsay Post Office</b> Ebenezer Stores Stronsay Orkney KW17 2AR</p> <p> <b>Opening times</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Monday</td><td>09:00 - 12:00</td></tr> <tr><td>Tuesday</td><td>08:30 - 12:00</td></tr> <tr><td>Wednesday</td><td>09:00 - 12:00</td></tr> <tr><td>Thursday</td><td>08:30 - 12:00</td></tr> <tr><td>Friday</td><td>09:00 - 12:00</td></tr> <tr><td>Saturday</td><td>09:00 - 12:00</td></tr> <tr><td>Sunday</td><td>Closed</td></tr> </table>	Monday	09:00 - 12:00	Tuesday	08:30 - 12:00	Wednesday	09:00 - 12:00	Thursday	08:30 - 12:00	Friday	09:00 - 12:00	Saturday	09:00 - 12:00	Sunday	Closed	<p> <b>Services</b> The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> <b>Access and facilities</b> The premises will have level access. Internally, there will be a hearing loop and space for a wheelchair.</p>	<p> <b>Transport/parking</b> Roadside parking is available outside the new premises.</p> <p> <b>Route</b> These premises are located approximately 300 metres away from the current service, along level terrain.</p>
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