



Dear Customer

Ulverston Post Office®
County Square, Ulverston, LA12 7AA

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to transfer the running of this branch to our new retail partner, Peall and Hughes Ltd. It will remain at its existing location. This change is being made as part of the continuing modernisation of our network to achieve commercial sustainability and will help us provide services that will meet customer needs and safeguard future service provision in Ulverston, now and for the long-term.

Public consultation feedback

During the public consultation period we received 11 representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. I would like to thank those who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, when making our decision.

The main feedback commented on the maintenance of the building, the number and type of serving positions, queuing space and the impact on staff. We also received some comments around the longer opening hours, the fact that all the same products and services would still be available, and that the Post Office would be staying in the same premises.

The New Ulverston Post Office

The current premises will undergo a complete internal refurbishment to provide a bright, modern open-plan branch which will include the introduction of a range of greetings cards, stationery and confectionery goods alongside the Post Office service. External access to the premises will remain the same, being up two steps or a ramp, both with handrail. The new operator will be installing a bell for anyone requiring assistance to access the building.

Customer access both into and within the branch will meet Post Office Ltd's own accessibility standards and all applicable legislation. We will be working with our new operator to ensure there are wide, clear aisles kept free of obstructions and there is sufficient space for all Post Office customers, including wheelchair users, to move around the premises and reach the Post Office area with ease. Externally the frontage will include Post Office signage, as well as an opening hours board.

There will be directional signage from the entrance door through to the new Post Office area. The Post Office counter will be built to Post Office specifications, including a low level counter, PIN pad and hearing loop. There will be adequate space for people to wait for service and customer seating will also be provided.

The new branch will have three serving positions in total, made up of two open plan and one traditional screened position, which will also provide travel money services. The number and type of serving positions has been carefully based on current and future predicted business levels. Full posting facilities will be available in branch.

I'm satisfied that customer needs will continue to be met, however we will continue to monitor customer usage at the branch and will work with our new partner to make sure service standards are maintained. Following the transfer, the Post Office will be open for longer, including Saturday afternoons, offering an increase of 5.5 hours a week and providing customers with more flexibility around their visits.

Access to Post Office services and products

The same wide range of Post Office products and services that customers are used to will continue to be available. Staff who work in the Post Office will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase. Further details of the new branch, including opening hours, are provided on the attached information sheet.

Customer service training and existing staff

Peall and Hughes Ltd regards the Post Office network as a vital part of community services and are already experienced in running Post Office branches in the area. We are satisfied they have demonstrated to us that they are an appropriate franchise partner to operate the service at Ulverston and are committed to delivering excellent customer service.

Any person employed to work in Ulverston Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new partner and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of the team working at the branch, we have a strong track record of supporting our people through change and we will do all that we can to find a solution that works for each individual within the options available.

Conclusion

After careful consideration of the feedback received, I am confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Ulverston.

Peall and Hughes Ltd plan a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of greetings cards, stationery and confectionery goods. To enable the branch to be handed over to the new operator, Ulverston Post Office will be temporarily closed from 22 March 2018, re-opening at 09:00 on 6 April 2018. Details of alternative services are at the end of this letter and will also be displayed in the branch window.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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, by contacting us or on our website – 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 03452 66 01 15 or Textphone 03457 22 33 55.

Ulverston Post Office information sheet															
Address	Ulverston Post Office® County Square Ulverston LA12 7AA														
Opening hours	<table border="1"> <tbody> <tr> <td>Mon</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tue</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </tbody> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 17:30														
Sun	Closed														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be three serving positions in total, made up of one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	A low level serving counter, low level writing desk and a hearing loop will continue to be available.														
Retail	Greeting Cards, Stationery and Confectionery														
Date of temporary closure for refurbishment	22 March 2018 to 5 April 2018														

Alternative access to Post Office® services:

Dalton in Furness Post Office

76-78 Market Street
Dalton in Furness
LA15 8AA

Opening times

Mon	09:00 - 17:30
Tue	09:00 - 17:30
Wed	09:00 - 17:30
Thu	09:00 - 17:30
Fri	09:00 - 17:30
Sat	09:00 - 17:30
Sun	Closed

Services

A range of key Post Office products and services will be available with the addition of an ATM.

Access

This branch has a wide door and a step at the entrance.

Transport/Parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 4.8 miles away, along varied terrain.

Croftlands Park Post Office

46 Central Drive
Ulverston
LA12 9JN

Opening times

Mon	06:00 - 22:00
Tue	06:00 - 22:00
Wed	06:00 - 22:00
Thu	06:00 - 22:00
Fri	06:00 - 22:00
Sat	06:00 - 22:00
Sun	07:00 - 22:00

Services

A range of key Post Office products and services will be available.

Access

This branch has a wide door and level access at the entrance.

Transport/Parking

Free parking is available directly outside the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1 mile away, along varied terrain.

Greenodd Post Office

Main Street
Greenodd
Ulverston
LA12 7RB

Opening times

Mon	13:30 - 17:30
Tue	09:00 - 12:30
Wed	Closed
Thu	Closed
Fri	09:00 - 12:30
Sat	Closed
Sun	Closed

Services

A range of key Post Office products and services will be available.

Access

This branch has a wide door and steps with a handrail at the entrance.

Transport/Parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 3.9 miles away, along varied terrain.

Great Urswick Post Office

Urswick Church Parish Room
Church Road
Great Urswick
Ulverston
LA12 0TA

Opening times

Mon	Closed
Tue	Closed
Wed	13:00 - 16:00
Thu	Closed
Fri	09:30 - 12:30
Sat	Closed
Sun	Closed

Services

A range of key Post Office products and services will be available.

Access

This branch has a wide door and level access at the entrance.

Transport/Parking

Roadside parking is available directly outside the branch. Village Wheels operate a bus service, which operates 3 days per week, twice per day.

Route

This Post Office service is located approximately 3.3 miles away, along varied terrain.