



Dear Customer

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

**Local public consultation**

I'm writing to let you know that we are proposing to change the way we operate Ulverston Post Office. If the change goes ahead the branch will continue to be run from the current premises by Peall and Hughes Ltd, with services for customers unchanged. Opening hours would increase to include Saturday afternoons.

**Why are we proposing this change?**

This change is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Ulverston is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play in an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day-to-day banking at any of our branches. All of our wide range of services would be available at the branch in Ulverston.

**About our retail partner**

Our new Retail Partner, Peall and Hughes Ltd, who already operate Post Offices in the area, has satisfied us that they would be able to successfully operate Ulverston Post Office branch and deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours.

Our new Retail Partner will operate from the existing Post Office premises and install a new modern Post Office alongside their retail offer of greetings cards, stationery and confectionery. They regard the Post Office network as a vital part of community services.

All staff employed by Peall and Hughes Ltd to work in the branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.

**The new look Ulverston Post Office branch**

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. We have stringent standards to ensure good access for all customers, and our plans for the branch include low-level counters, PIN pads and a hearing loop.

Directional signage will be provided from the entrance door through to the Post Office area which will be within a dedicated area at the left of the current premises. There will be three serving positions, which has been based on current and forecast future business levels, two open plan positions and one traditional screened position which will also provide travel money services. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. Opening hours will be extended, offering customers an increase of 5.5 hours a week.

### What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- Thinking about your recent experience of using the Post Office, is there anything you would like us to consider which would make the premises easier for you to get into and more easily accessible inside?
- Are there any other local community issues which you believe could be affected by or affect the proposed change?
- If the change proceeds is there anything else we could do to make it easier for customers?

It's easy to let us have your feedback by completing our online survey via the following link [postofficeviews.co.uk](http://postofficeviews.co.uk) and entering the code for this branch **011418**

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the branch. I've enclosed an information sheet that provides more details about the proposed change. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:



[postofficeviews.co.uk](http://postofficeviews.co.uk)



FREEPOST Your Comments  
**(This is the full address to use.  
No further address or name details are required)**



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

### Dates for local public consultation:

Local Public Consultation starts	<b>29 November 2017</b>
Local Public Consultation ends	<b>22 January 2018</b>
Proposed month of change	<b>March 2018</b>

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed change. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Roger Gale', written in a cursive style.

**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

Please note that items sent by Freepost take 2 working days to arrive not including Saturday or Sunday. Therefore please allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

**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

<b>Post Office Opening hours</b>	<b>Current</b>	<b>Proposed new</b>																											
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<b>Products &amp; Services</b>	The same wide range of products and services will still be available.																												
<b>Serving positions</b>	There would 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.																												
<b>Access and facilities</b>	A low level serving counter, low level writing desk and a hearing loop would continue to be available.																												
<b>Retail</b>	Greeting Cards, Stationery and Confectionery																												
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## **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](http://www.postofficeviews.co.uk)

