

Ms Roz Barnett  
Town Clerk  
Eye Town Council  
5 Field House Gardens  
DISS  
IP22 4PH

23 June 2015

Dear Ms Barnett

**Eye Post Office® branch  
12 Broad Street, Eye, IP23 7AA**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Martin McColls, 7 Church Street, Eye, IP23 7BD, where it will operate as one of our new local style Post Office branches.

We received a number of comments from customers and local representatives during the consultation period, mainly in support of the move as customers welcomed the longer opening times that would be available at the proposed location. However, there was also concern about access and space in the new branch. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I have carefully considered our original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Eye branch is part of the modernisation plans for our network. We already have over 1700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging. Having also reviewed the main car park, which has a well-lit pedestrian walkway for customers, and the two parking spaces outside the branch, which are time restricted to 30 minutes, 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 provide long term viability and future sustainability for the branch.

By way of background, the move of this branch is part of our modernisation and investment plans for the Post Office network. This branch is currently being run by a temporary agent. This service could therefore close at short notice at any time. It was therefore important to find a viable and sustainable permanent location for the Post Office within the local community. A number of factors are taken into account when considering an appointment; including access, the size of the premises and suitability of the operator. The processes we follow are established and robust to be fair to all applicants and the new operator was successfully appointed following the completion of our application process.

We want to make our services as accessible as possible particularly for elderly and disabled customers. There will be a level access and a wide door at the entrance. Inside Martin McColls, 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 and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles will be kept free from obstructions, with adequate room provided for customers and a wheelchair to move around the shop and access Post Office services with ease.

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. I fully recognise just how much customers value their local Post Office and the access it provides to a wide range of services. The local format is designed around following simple processes for handling transactions that are to be as straightforward and as quick as possible which helps to minimise queues and provide an efficient and speedy service.

The change also means that local residents will benefit from significantly longer opening hours, including all day on Saturday, Sunday and longer opening times throughout the week, so customers can spread their visits throughout the week and use our services at times that suit them better, which also helps to alleviate queuing times. Staff will also be on hand and fully trained to Post Office standards, with staffing levels aligned to meet customer demand, particularly in times of peak demand. Further 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.

The current branch will close at 17:30 on Wednesday 05 August 2015, with the new branch opening, at Martin McColls, 7 Church Street, at 13:00 on Thursday 06 August 2015. 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 alternative Post Office branches are provided below for your convenience:

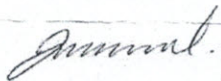
- Hoxne Post Office, Low Street, Hoxne, Eye, IP21 5AR
- Diss Post Office, 7 Market Place, Diss, IP22 4AA
- Thorndon Post Office mobile service, Car Park, The Black Horse Inn, The Street, Thorndon, Eye, IP23 7JR (service available Thursday 09:30 – 11:00)

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: 30413699

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.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.

Thank you for your considering our proposal.

Yours sincerely



**Julia Marwood**  
**Regional Network Manager**



## Eye Post Office® services available

**Your Postmaster /operator 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](http://www.postoffice.co.uk)**

### New branch

#### Mail

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	<b>Express 24 &amp; 48</b>
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	✓

#### Withdrawals, deposits and payments

Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓

#### Bill payments

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x

#### Financial services

NS&I Premium Savings Bonds	x
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#### Driving

Car tax (you can pay in cash, by cheque or debit card)	✓
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#### Licences

Rod fishing licences	✓
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#### Travel

Euro On demand travel money	✓
On demand travel insurance	x

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

#### Payment by cheque

### Car tax only




Products marked \* are available at Diss Post Office,  
7 Market Place, Diss, IP22 4AA


#### Opening times:

Mon	09:00 – 17:30
Tue	09:30 – 17:30
Wed - Fri	09:00 – 17:30
Sat	09:00 – 12:30



## 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.



**Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 03457 22 33 44.**

Eye Post Office information sheet															
<b>Address</b>	Martin McColls 7 Church Street Eye IP23 7BD														
<b>Opening hours</b>	<table border="1"> <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>07:00 – 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	07:00 – 22:00
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<b>Distance</b>	Approximately 150 metres away from the current branch, along level 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> This branch has level access and a wide door at the entrance. Internally there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is a car park across the road from the branch.</p>														
<b>Retail</b>	Convenience store.														
<b>Date of Relocation</b>	Current branch to close at 17:30 on Wednesday 05 August 2015 New branch to open at 13:00 on Thursday 06 August 2015														