

Letter from Postwatch to the residents of Rippingale

Mr Jim Latham
Friends Of Rippingale Post Office
T 0845 601 3265
F 02 8902 79340
E info@postwatch.co.uk
Your Ref:
Our Ref: 439942

18 October 2007

Dear Mr Latham

We received a number of letters created by the Friends of Rippingale from customers expressing concerns regarding Post Office Ltd's proposal for an outreach service.

I am sure you will be interested to learn that we have received 109 responses so far. As the independent consumer watchdog, Postwatch is eager to understand customers' concerns regarding the impact of the proposed closures or outreaches. We have been unable to respond to the individual residents due to the high volume received but I hope you can accept this letter on behalf of the customers of Rippingale. I shall keep you informed of any further template letters we receive.

This information has been passed onto the Postwatch department who are responsible for reviewing the proposed closures in your local area. Our Regional Office is also reviewing the correspondence you have sent in by e-mail in October 2007 and will respond to these in due course.

While Postwatch cannot prevent closures or the change to an outreach programme, our focus will be on whether Post Office Ltd's proposals meet the newly introduced minimum access criteria for Post Offices which aim to ensure communities are within a reasonable distance from a Post Office. Postwatch will also check that local factors – such as public transport arrangements, pertinent topographical features, demographics and the impact on the local economy – have been properly considered.

Postwatch has agreed a rigorous consultation process with Post Office Ltd and will work to ensure that Post Office Ltd considers and responds appropriately to the feedback it receives.

Postwatch will investigate every closure and outreach proposal and will challenge Post Office Ltd's proposals where we believe that this is necessary. However, I should make you aware that Postwatch do not have the power to overturn Post Office Ltd's final decision on any closure or outreach.

I would like to thank you for taking the time and effort to ensure that the concerns of the customers of Rippingale are made clear to Postwatch. If you would like to discuss this, or if we can be of any further assistance, please contact us again.

Yours sincerely
Michael Legg
Network Project Team Supervisor