

Service Change Impact Assessment (Working Document)	
Post Office	Ballasalla PO
Nature of services provided	Ballasalla PO is located within Ye Olde Bakery store, which also includes a pharmacy and convenience store.
Assessment trigger	Notice of termination of contract on 9th September 2019, received from the acting Sub Postmaster.
Location / local population	Ballasalla PO is located in the parish of Malew and is recognised as a Service Village in the IOMG Spatial Policy. According to IOM Census 2016 the number of households in the parish totals 959 and the resident population of the parish totalled 2167, which is 2.6% of the island population. Ballasalla is the main village in the parish, with 1 area of social housing. Community services within the village include, pharmacy, doctors surgery, 3 local convenience stores (one incorporating a garage) and a public house. Balthane Industrial Estate is accessed from the Main Road.
Board Decision	<p>IOMPO Board considered all the feedback it received from key stakeholders including political representatives for the area, the local authority, businesses, residents and users of the post office alike on its proposed service change: to supersede the counter with a more affordable and sustainable hosted touch screen service. A consistent theme of the responses, based on the proposed service change originally presented, was the need for a personable face-to-face service, especially for the vulnerable and elderly.</p> <p>The Board ultimately decided to seek to appoint a partner to provide an enhanced offering to what it originally proposed by way of a more personal service trial, with assistance provided to customers to operate the touch screen services, encompassing standard postal services and important utility bill and rental payments, and to provide information and advice for completing paper based services, such as driving licence renewal forms.</p> <p>The Board also agreed to expand the partner service to include parcel collections, thus ensuring customers can both post and collect postal items from the same location. IOMPO will work up this new service provision into an Expression of Interest as a priority with the intention to appoint the successful new service partner before the current sub postmaster completes his contractual notice period, ensuring continuity of service for the village.</p>

PO Service provision impact/alternatives

Service Groups	Customer Characteristics (where known)	Alternative service channels			
		Alternative PO providing service less than 3 miles	Online	Phone	Other
Postage (Purchasing stamps, sending letters or parcels)		Yes	<ul style="list-style-type: none"> Yes, postage stamps Business online service is being rolled out during 2020 	No	<ul style="list-style-type: none"> Pillar box sited outside current PO location (Ye Olde Bakery) Potential to locate a kiosk if demand/site can be identified Parcel deposit point to be trialled in future
Agency services, e.g. utility bill payments		Yes	Yes (via utility company website)	Yes (by contacting the utility company payments section)	<ul style="list-style-type: none"> By post At local business counters, e.g. Manx Telecom, MUA Potential to locate a kiosk if demand/site can be identified Pay online via IOMG portal or directly with individual utility company Payment by DD to individual organisations.
Banking	██████ uses Cash Transmission Service	Yes ██████ ██████	N/A	N/A	<ul style="list-style-type: none"> Barclays Bank Castletown Cash Transmission IOM Bank Castletown

Service Groups	Customer Characteristics (where known)	Alternative service channels			
		Alternative PO providing service less than 3 miles	Online	Phone	Other
		customers counter service.			
Foreign Exchange	█ sales (2018-2019)	Yes	Yes (home delivery)	Yes, by calling IOMPO Customer Services. Collect from PO of their choice.	Other online / 'local' providers are available
MiCard cash benefit payments	<ul style="list-style-type: none"> • Approx. 86% of the over 65 population in the parish have their state pension paid directly into their bank account. • █ █ █ █ █ █ █ 	Yes (plus, claimants can arrange for a proxy to collect on their behalf)	Yes – SSD offer payment via bank transfer	No	<ul style="list-style-type: none"> • Customer can choose any other PO to collect their benefit payment in person or by Proxy. • Can opt to have their pension/benefit paid directly to their bank account. • IOMPO have a limited 3 year contract with SSD, which is currently being reviewed by IOMG Treasury Division and may be revoked at the end of the contract term.

Service Groups	Customer Characteristics (where known)	Alternative service channels			
		Alternative PO providing service less than 3 miles	Online	Phone	Other
	<ul style="list-style-type: none"> Approx. one third of Ballasalla MiCard customers or their proxies are registered at addresses outside Ballasalla 				
Vehicle / Driving Licences	Driving Licences [REDACTED] Vehicle Licences [REDACTED] Vehicle Registrations [REDACTED] Based on 2018/19	Yes	Yes (limited to Vehicle Licences)	Yes (limited to Vehicle Licences transaction)	<ul style="list-style-type: none"> DOI are currently reviewing how services will be provided in the future, e.g. removal of tax disc likely DOI can serve 6 months' notice to terminate the contract.
DoI Social Housing Rents	Rent Payments [REDACTED] Based on 2018/19	Yes	No	Yes, by contacting IOMG	Kiosk in Ballasalla Community could service rent payments for the residents of social housing.
Notice Left items	[REDACTED] Based on 2018/19	Yes	Yes	Yes	<ul style="list-style-type: none"> Customers have the ability to request a redelivery of their postal items to their home or another collection point of their choice. Customers can nominate a safeplace IOMPO first time delivery is high

Service Groups	Customer Characteristics (where known)	Alternative service channels			
		Alternative PO providing service less than 3 miles	Online	Phone	Other
					<ul style="list-style-type: none"> Parcel collection available from S&S Motors Castletown, located less than 3 miles from Ballasalla village

Nearest Alternative Service Locations

Location	Distance	Parking	Public transport	Access	Other
Castletown	Just over 2 miles	<ul style="list-style-type: none"> Disabled parking located within Castletown Sq where the PO is located. PO and other disabled car parking bays located in the 2 car park which are within 2 minutes reach of PO 	Bus Route from Douglas via Ballasalla to Castletown, Port Erin and Port St Mary	<ul style="list-style-type: none"> Castletown Co-op has a single door entry which is accessible by wheelchair. The PO is located at the entrance of the shop making easy access for customers. The PO has a small footprint within the retail store (similar to Anagh PO located within Spar shop). Anagh Coar has demonstrated they have adapted well to the increase in footfall as a result of Pulrose closure. If Castletown were to gain 50% of Ballasalla footfall it would bring them to a similar position [REDACTED] who manage footfall volumes with two members of staff. 	<ul style="list-style-type: none"> S&S Motors in Castletown is the location for NL items. IOMPO may seek a partner in Ballasalla area for parcel collection should there be customer demand. According to IOMG 2017 Census there are 1,434 households in Castletown compared to 959 in Malew
IOMPO Douglas Sorting Office	Just over 7 miles	Dedicated parking and disabled parking. Extended opening hours.	Bus route from Ballasalla and 10 minute walk	PO has a dedicated customer counter with full range of PO services. The entrance has double entry electronic doors which has easy access for wheelchair users	The location is suitable for Ballasalla commuters travelling to the East of the Island.

Location	Distance	Parking	Public transport	Access	Other
Foxdale PO	Almost 6 miles	Parking in the garage forecourt or on road.	Accessible by car	Forecourt is accessible for wheelchair user	0900-1200 Mon -Sat
Port Erin PO	Just over 6 miles	Disabled parking located outside PO	Direct bus route from Ballasalla, or a change at Castletown. Bus stop is 5 minute walk to PO	PO has a single door entrance which is wheelchair accessible	
Self-serve postal kiosk Spar Colby	Just over 3 miles	Dedicated parking	Accessible by car	Automatic double doors	Spar has extended opening hours 0700 -2200

Evidence Of Data And/Or Consultation That Informed Your Decision

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
Experience of other recent PO closures	<ul style="list-style-type: none"> • Crosby Terrace - Aug 2018 • Pulrose - Mar 2019 • St Johns Dec 19 	<ul style="list-style-type: none"> • IOMPO received no complaints post closure of both Crosby Terrace and Pulrose PO. • Through consolidation of both offices other SPOs have increased footfall, increased income for SPM making them more sustainable. <ul style="list-style-type: none"> ○ Anagh Coar █%+ ○ Windsor Rd █%+ ○ and DPO █%+ (based on Apr – Oct 19 in comparison to same period in 2018) 	<ul style="list-style-type: none"> • Age Concern consulted • Minister for Policy and Reform has confirmed that IOMG are liaising with 3rd Sector organisations and Libraries to provide assistance to non-digitised community of IOM • Modelled the forecast benefit of consolidation of counter based services for Castletown, thus improving sustainability of the services
Previous advice from Treasury Social Security Division on potential cash delivery alternatives, where a full counter service is not available	5th November 2019	<ul style="list-style-type: none"> • Two alternative service options were suggested to SSD officers: <ul style="list-style-type: none"> ○ Potential to deliver cash to recipients homes ○ Potential to prepare envelopes to be distributed subject to identity being checked • SSD confirmed they were satisfied with the current service alternatives for their recipients 	
Availability of viable alternate service solutions	See above	See above list of comprehensive service alternatives for all key services provided at the counter, limiting the need for Ballasalla	

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
		residents to travel to another Sub Post Office.	
Nearest Sub Post Offices	See above	See above list of the nearest offices, Castletown being the closest and within 3 miles of Ballasalla (aligned to proximity approved by Tynwald – 96% of the population able to access postal services within 3 miles).	
IOMPO Public Consultation /focus group results	<ul style="list-style-type: none"> • Public Consultation – Oct 2018 • Focus groups – April 2019 	<ul style="list-style-type: none"> • The IOMPO public consultation revealed that of those residents who responded from IM9 postcode district (which includes Ballasalla) under 3% only carry out all their PO transactions at Ballasalla post office. • The IOMPO public consultation revealed that over 90% of all residents who used Ballasalla Post Office also used other Post Offices. • When respondents were asked which services they used at post offices, the three top services evidenced 20% of IM4 residents required to send letters or parcels, 19% purchase of postage stamps and 14% to purchase VL or TV Licences. • 50% of respondents who visited Ballasalla Post office said they would move to an alternative sub post office 	

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
		<ul style="list-style-type: none"> Focus Group participants would use online services if available (and easy to use) Focus Group participants not willing to pay more for declining services 	
Data from IOMG Census	2016	<p>Data from the 2016 Census used to identify the over 65 population who are likely to be entitled to retirement pension in Ballasalla community. Malew Parish 65 and over: 588 = 27% of the total population</p>	
Decline in transactions (Appendix A)		<ul style="list-style-type: none"> Ballasalla transactions has declined by █% in 17/18 and █% in 18/19 The decline in transactions for the network has declined by █% in 17/18 and █% in 18/19. Whilst Ballasalla is below the network average decline Castletown has experienced █% and █% decline in the previous 2 financial years. █ █ █ NFSP confirmed the loss of both key government contracts could mean no post offices are viable in the current format 	<p>Further analysis of the Ballasalla transaction types by volume demonstrated that with the exception of SSD pension and allowances, a kiosk would retain access to the high volume transaction groups (standard postage, key utility bills, rate and rent payments) currently utilised at the counter</p>

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
Retail Strategy	Oct 2019 Tynwald approved IOMPO strategy	The Community Support subsidy is now higher than that paid in transactions to SPMs and not sustainable.	
Feedback from the SPM	September 2019	SPM tendered notice to terminate his contract. [REDACTED] [REDACTED]	SPM would be agreeable to extending termination until mid-April 20 should it be necessary to complete a procurement, to limit / avoid a break in services that might be retained
Engagement with Commissioners on the proposed service change	<ul style="list-style-type: none"> • Meeting with Clerk to Malew Commissioners on 14th Oct 2019 • Meeting with Malew Commissioners and both local MHKs on 8th January 2020 	IOMPO provided Malew Commissioners and local MHKs of the rationale for change to PO services in the community	<ul style="list-style-type: none"> • IOMPO agreed to attend Public Meetings arranged by Mr Moorhouse and Cregeen • Commissioners verbally indicated they might be open to providing services subject to financials and gaining support from any associated costs to the local rate payer –option included in the final Board paper • Feedback at the first public meeting led to writing to in excess of 200 business in the local area, seeking feedback on the proposed change and referencing commercial services

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
Feedback from Department of Infrastructure responsible for DVL and Social Housing customers, on the proposed service change	20th January 2020	Satisfied with kiosk provision for their social housing customers and alternatives for DVL services	
Feedback from Treasury Social Security Division responsible for pension and allowance payments, on the proposed service change	23th January 2020	Satisfied with alternate options for their cash pension and allowance recipients	
Feedback from Castletown Commissioners on the proposed service change	10th January 2020	Supportive of consolidation	
Feedback from Castletown SPO on the likely benefits of counter service consolidation	10th January 2020	Confirmation from SPM that consolidation of counter service users (migrating from Ballasalla) would improve the viability of the service, aligned to IOMPO desire to improve the viability of Sub Post Offices	
Feedback from the National Federation of Sub Postmasters	24th January 2020	<ul style="list-style-type: none"> Against closure in the village, though expressed concern regarding a commission only model. Has previously recognised the need for consolidation of the network. 	
MHK, public & business feedback on the proposed service change	<ul style="list-style-type: none"> Received throughout the consultation (see appendix B for sources) 	To gather feedback on the proposed change rationale	<ul style="list-style-type: none"> IOMPO sensed at the first public meeting that there was a fear of the kiosk function/capability and therefore arranged to install a kiosk at the meeting held

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
			<p>on 17th January to engage with attendees and evidence how simple it is to access.</p> <ul style="list-style-type: none"> • Summarised into themes together with mitigation (See appendix C) • Suggestion that Ye Olde Bakery would be prepared to take on services on a commission only basis – option included in the final Board paper & feedback sought from the NFSP • Board ultimately acted on the feedback received, deciding to enhance the proposed service provision on a trial basis to include information and advice in respect of forms
<p>Public petition received</p>	<p>25th January 2020</p>	<p>Approx 987 signatures and forwarded by local shopkeeper (Ye Olde Bakery)</p>	<ul style="list-style-type: none"> • The petition may have misled the general public as it made no reference to the alternative postal service that IOMPO had proposed in the consultation. The kiosk provides standard postal services as well as bill payments.

Title (of data, research or consultation – add link or appendices)	Date	How? Why?	Did you identify any gaps in data? State what action you will take
<p>Financial modelling of potential service options over the next 3 years for inclusion in the Board recommendation paper:</p> <ul style="list-style-type: none"> • Hosted Kiosk and parcel drop off • Full Counter Service on a Commission only basis • Full Counter Service on a profit neutral basis • Full Counter Service on current remuneration basis (as-is) 	21st January 2020	Demonstrated Option 1 was the most financially efficient solution, retaining key services in Ballasalla (subject to successful procurement) while improving the sustainability of Castletown PO	<ul style="list-style-type: none"> • Board agreed enhanced service to include trial information and advice service at additional cost • Initiate a SWOT analysis on; <ol style="list-style-type: none"> 1. Offering PO Services on a commission only basis 2. Offering PO services on a cost neutral basis 3. Offering PO services on an assisted kiosk provision
<p>SWOT analysis</p>	24th January 2020	<p>Three options were considered and analysed using SWOT framework;</p> <ol style="list-style-type: none"> 1. Offering PO Services on a commission only basis 2. Offering PO services on a cost neutral basis 3. Offering PO services on an assisted kiosk provision 	<ul style="list-style-type: none"> • Option 3 perceived to be the best overall outcome and aligns with Tynwald approved Retail Strategy. IOMPO acknowledge the negative PR risk – though there is risk with each option

Action Log

Impact identified and group(s) affected	What improved as a result? What outcomes have these actions achieved?	State briefly what further actions you need to take? (add these to the Action plan below)	Timeframe
Consultation with Commissioners and local MHKs	Informed to help manage constituent concerns/feedback. Support was not forthcoming	Formal consultation letters to be sent	17th December 2019
Local stakeholders, Key business partners & special interest groups		Consultation letters sent to: <ul style="list-style-type: none"> • Adult Services • Age Concern • Abbotswood Nursing Home • Castletown Commissioners • SSD/DOI • NFSP 	17th December 2019
Treasury Social Security Pension and Allowance Recipients		MiCard customers to be contacted by SSD to offer alternate collection locations once consultation period completed	TBC
Contact with Castletown SPM	<ul style="list-style-type: none"> • SPM confirmed the potential additional footfall would help to replace the shortfall in income they have experienced in recent years. <div style="background-color: black; width: 250px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 200px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 220px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 120px; height: 15px;"></div>	IOMPO to investigate mixed retail till solution as suggested by Castletown SPM and previously by other SPMs.	February 2020

Impact identified and group(s) affected	What improved as a result? What outcomes have these actions achieved?	State briefly what further actions you need to take? (add these to the Action plan below)	Timeframe
	<ul style="list-style-type: none"> SPM confirmed that there is no opportunity to extend PO counter. 		
IOMPO to attend public meetings arranged by Local MHKS	IOMPO were made aware of public opinion – see appendix C re concerns raised		10 th January 2020 17 th January 2020
IOMPO set up an online blog to address questions raised by the public and keep them informed.	The public are better informed	Address public Q's through Q&A paper	30 th January 2020
Request an update from Alex Allinson(AA MHK) MHK in relation to the committee set up in 2019 to examine how the community and public engagement on the island can be enhanced	<ul style="list-style-type: none"> AA MHK confirmed the committee may look at the concept of community hubs which may include post office facilities and libraries IOMPO confirmed that they are keen to be involved in matters relating to the committees remit. 	IOMPO Chairman to request the Terms of Reference from the committee	30 th January 2020
Castletown Square bus stop locations	<ul style="list-style-type: none"> DOI confirmed no definitive plans to relocate Castletown bus stops. Director of Public Transport confirmed that the Commissioners had requested the stop be relocated but DOI Transport refused. 	No further action	n/a
Letters to 260 businesses in the Ballasalla area	<ul style="list-style-type: none"> Majority of feedback consistent with other stakeholders (see Appendix B & C) Businesses advised as to commercial services available to improve productivity 	Follow up specific enquiries as and when requested	n/a

Impact identified and group(s) affected	What improved as a result? What outcomes have these actions achieved?	State briefly what further actions you need to take? (add these to the Action plan below)	Timeframe
	<ul style="list-style-type: none"> Some concern expressed regarding extra travel/cost that might be required to access services at Castletown PO. 		
IOMPO Board to meet and consider all feedback received	Board decision made based on information and feedback (see page 1)		30th January 2020

Appendix A

Historical Transaction Volumes by Transaction Group – Ballasalla PO

Transaction Groups	2013/14 Actual	2018/19 Actual	Historic Variance	Transaction Types
PO - Mails				Excludes individual stamps
Treasury - Pensions & Allowances				
DOI - Vehicle & Driving Licences				
Agency - Bill Payments				MT, MUA, MG, TV
PO - Forex & Saving Stamps				Forex & Saving stamps
Govt - Other Services				Govt Chq, Fixed penalty, Dog licence, Rates, Social Housing Rent, Fishing licence
Various - Other				Banking, Money Gram, Number Plates
Totals				

Historical Transaction Volumes by Transaction Group – Castletown PO

Transaction Groups	2013/14 Actual	2018/19 Actual	Historic Variance	Transaction Types
PO - Mails				Excludes individual stamps
Treasury - Pensions & Allowances				
DOI - Vehicle & Driving Licences				
Agency - Bill Payments				MT, MUA, MG, TV
PO - Forex & Saving Stamps				Forex & Saving stamps
Govt - Other Services				Govt Chq, Fixed penalty, Dog licence, Rates, Social Housing Rent, Fishing licence
Various - Other				Banking, Money Gram, Number Plates
Totals				

5 Year Historic Variance across the network -28%

Working Document

Appendix B

Feedback received from the general public and from businesses

Method	Count or responses
Email	46
Post	25
Feedback Forms	22

Appendix C

Key Themes Emerging on the Proposed Service Change and Mitigation

No	Theme	Mitigation
1.	Perceived viability of the Ye Olde Bakery and Costain's Pharmacy due to the perceived loss of Post Office footfall and Mannin Retail's recent acquisition of Andy's mini-mart, located within the Clagh Vane Estate.	<p>IOMPO cannot comment on the respective retailers private business affairs. While recognising the value of the services provided by these businesses in the community, it is not the role of IOMPO to subsidise retail businesses. IOMPO's remit is to ensure financially and socially responsible access to postal services.</p> <p>In response to a related question in the House of Keys sitting on 28th January 2020, the Minister for Enterprise invited all businesses, including retailers acting as SPMs, to contact his department for advice and financial support schemes.</p> <p>If the Board seeks to procure services in Ballasalla, it will follow the formal procurement process in line with IOM Post Office Financial Directions, thus ensuring all interested parties have the opportunity to express an interest in partnering with IOMPO.</p>
2.	Adverse reaction to the kiosk/potential social and mental health impact on elderly/vulnerable if	This point reflects the perceived impact on the elderly and vulnerable suggested by many respondents, rather than the impact to them personally. IOMPO did not receive any feedback in respect of Ballasalla from the formal groups, i.e. Age Concern and or IOM Government Adult

No	Theme	Mitigation
	they can no longer visit the village post office to collect their pension, have a chat with the counter assistant etc.	<p>Services, nor has Treasury's Social Security Division escalated any concerns from their recipients when counter services have been discontinued in the past.</p> <p>The role of Government in the community is the focus of the Chief Ministers Committee on Community, Chaired by Dr Alex Allison MHK. Attendees at the public meetings expressed interest in contributing to this committee.</p> <p>The proposed self-service kiosk would be hosted in an established business or potentially Malew Commissioners offices, with its own staffed counter. Subject to identifying a suitable partner, the host would assist customers to use the kiosk, until they become comfortable with it. The kiosk provides the majority of the high volume transactions currently accessed in Ballasalla (See Appendix C)</p> <p>Customers who wish or are required to undertake face-to-face transactions, have the option of using another post office, Castletown post office being the closest, under 3 miles away and on a regular bus route.</p> <p>Experience in other locations, where a counter-based service has been discontinued, demonstrates that service users quickly adapt to the changes. 78% of respondents to the Public Consultation (2018) indicated that they used more than one Post Office, with 60% advising they would travel to an alternate office, if the preferred office was discontinued.</p>
3.	Elderly/vulnerable generation are not online to be able to access services digitally, IOMPO is not considering these groups of people	<p>With regard to kiosk service support, please refer to Q2 above.</p> <p>The majority of services currently provided over the counter on behalf of Isle of Man Post Office's commercial partners, can also be accessed in a variety of different ways that would not require local residents to travel to an alternate SPO location, e.g. access by phone, by post, online*, bank transfers etc (please refer to the Ballasalla Impact Assessment for all service specific alternative channels).</p> <p>*Digital online services are increasing in popularity for all ages. IOM Government has a digital inclusion strategy to assist residents (https://www.gov.im/digitalinclusion)</p> <p>SSD provide a proxy service for recipients who wish to continue to collect their pensions and allowances in cash but are unable to do so themselves.</p>
3.	Concerns regarding access to cash for MiCard customers in	Cashback is provided at the new Spar located within the Clagh Vane Estate and at the 'Ye Olde Bakery'. Castletown has two banks and at least two cash points.

No	Theme	Mitigation
	the village/ cash back offered at post office	
4.	Castletown Post Office as an alternative office is not fit for purpose (too small, not enough space for queuing, difficult/limited parking options)	<p>Castletown has two counter points to service customers. Anagh Coar and Kirk Onchan SPOs have similar transaction volumes to Castletown, both of which have two dedicated counter points.</p> <p>Counter service use across the network peaks at certain times of the week, most notably on Friday 'Pension day' between 10am and 12pm (see Appendix A, for Ballasalla and Castletown specific footfall). Queues can be avoided by seeking to access services outside of peak periods.</p> <p>Combining the forecast decline in counter based products and services with the potential benefits of consolidation will improve the viability of Castletown SPO and thus, counter based services in the Ballasalla/Castletown area. The combined impact will not exceed historic volumes previously managed through Castletown. (See Appendix B for the projected increase).</p> <p>There are over 200 car parking spaces in Castletown, with disabled parking and a bus stop close to the SPO.</p>
5.	Elderly, vulnerable and young families can't easily travel to an alternative post office	As described in (2) & (3) key services will be available from the kiosk or can be accessed from home or a business address via other channels.
6.	Why IOMPO launched consultation just before Christmas, when SPM gave notice in September	<p>The SPM resigned on 9th September 2019, giving IOMPO six months' notice. Within the first three months of the contractual notice period a SPM can choose to rescind their notice. The process was started as soon as was practical to do so. IOMPO has sought to garner as much feedback as possible to inform the Board decision.</p> <p>IOMPO agreed to extend the consultation end date to 24th January 2020.</p>
7.	Dissatisfaction that IOMPO has not advertised the role of SPM or gone out for expressions of interest	The Board has consulted on a proposed change to its service provision in Ballasalla and felt it was important to hear and consider all of the feedback from the consultation before making a final decision. The key stakeholder summary (Fig 1) evidences the mixed views of those respondents. The decision regarding the actual changes and procurement required, in line with IOM Post Office Financial Directions, will be made after the consultation has ended.

No	Theme	Mitigation
8.	The population of Ballasalla is growing with the new housing development	<p>The new bypass may reduce traffic passing through Ballasalla village.</p> <p>The increase in housing is unlikely to materially stem the decline in counter transaction demand as digital alternatives increase, with key services such as the Treasury Pension and Allowance cash payments and the Department of Infrastructure Driving and Vehicle licensing transactions, both anticipated to be withdrawn from the network in the next 3 years. The increase in population has been included in the financial modelling of different options (refer to Appendix D for the summary)</p> <p>Should demand for services increase, IOMPO will review and seek to extend its 'demand driven' service provision.</p>
9.	The business population in Ballasalla is growing, the closure of the post office will cause inconvenience to businesses and additional cost and time in having to travel to alternative office	<p>Key services will remain available for businesses in the Ballasalla area including the purchase of stamps, posting of letters and parcels, payment of utility bills and the collecting of parcels .</p> <p>Businesses with sustained regular demand can avail themselves of IOMPO's commercial services, including corporate accounts, online services, timed collections and deliveries to their business premises.</p>
10.	Can't access MiCard or do tracked, Special Delivery services via a kiosk	<p>The Social Services Division of Treasury provide a proxy service for people who wish to continue to collect their pensions and allowances in cash but are unable to do so themselves.</p> <p>Residential customers would need to go to an alternative post office to complete tracked and special delivery services, with Castletown being the nearest post office. Business customers can access commercial service options.</p> <p>Development of the kiosk to facilitate these services will be explored.</p>
11.	Whether consideration has been made about the carbon footprint in having to travel to another Sub Post Office	<p>The majority of services currently provided over the counter on behalf of Isle of Man Post Office's commercial partners, can also be accessed in a variety of different ways that would not require local residents to travel to an alternate SPO location. For example, the vast majority of SSD pension recipients collect their pension automatically into their personal bank account.</p>

No	Theme	Mitigation
		<p>Feedback indicates that users do not necessarily travel solely to a SPO to complete related transactions.</p> <p>Use of existing bus services between Castletown and Ballasalla would not impact the carbon footprint.</p>
12.	<p>Not easy to access parcels from S&S Motors which is not on a bus route</p>	<p>Postal customers can request a redelivery to their home or business, or they can sign-up to safeplace/signed for to have parcels delivered to an agreed location at their address.</p> <p>However, IOMPO have considered this customer feedback and are proposing to introduce a parcel collection facility in Ballasalla, subject to finding a suitable partner.</p>

