

Dear

The sub postmaster of Ballasalla has given notice to terminate his contract with Isle of Man Post Office and I can confirm that the three month 'cooling off' period has now concluded without notice being rescinded. In line with principle six of the Retail Modernisation Strategy principles approved by Tynwald (please refer to Appendix A) the Board have asked me to consult with xxx on the proposed service changes described herein.

With the continuous decline in retail network transactions as well as the threat of two major Government contracts ending in the next three years, the Board are clear that there is not a commercially viable counter based service for IOMPO and a Sub Postmaster to operate in the village.

Whilst we appreciate there is a private housing development underway with a bypass agreed, it is our understanding the traffic will be detracted from the village of Ballasalla.

In addition, Castletown Sub Post Office has acknowledged the increasing challenge it is under as a result of declining counter transaction volumes. In the last 18 months there has been two Sub Post Office closures within the network, the positive effect of which has been a material increase in transactions for the closest offices, thus making them more viable.

Given this information and the supporting evidence gathered developing our retail strategy (please also refer to the detailed information in Appendix B) the Board recognise the need to adapt the service provision in Ballasalla. In keeping with the Tynwald approved modernisation principles the Board plan to succeed the counter service with a more sustainable and affordable self-serve kiosk, thus retaining postal and bill payment services in the locality. For those choosing to use counter services, Castletown is less than 3 miles from Ballasalla, and based on our experience, is most likely to benefit from an uplift in revenue and footfall as a result. S&S motors is already the local collection point for those customers wishing to pick up their parcels.

I welcome any feedback you may have on the proposed changes, by letter or email (mary.gaffney@iompost.com) no later than Friday 17th January 2019.

Yours sincerely

Mary Gaffney General Manager Retail and Customer Services

Appendix A

IOMPO Tynwald Approved Retail Strategy:

In October 2019, Tynwald approved the IOMPO Retail Strategy, in which there are six Principles, each of which Tynwald voted in favour. The principles are as follows;

Principle 1: Remain financially efficient, managing costs in line with revenues, supporting the overall aim of remaining financially self-sustaining.

Principle 2: Ensure 96% of Island residents live within 3 miles of a service access point for postal services, with a postal service access point in each constituency.

Principle 3: Ensure postal service access points are accessible, e.g. main bus routes, with ample parking and disabled access.

Principle 4: Where financially viable, will continue to seek opportunities to provide new retail services.

Principle 5: Innovate and improve how postal services are provided, in efficient, financially responsible ways that satisfy the changing needs of its customers.

Principle 6: Adopt a formal consultation process, engaging constituent politicians, local government, 3rd sector organisations and special interest groups before changing a service method or removing a service access point.

Appendix B

Supplementary Information

- There are approx. 170 MiCard customers registered to collect Benefits and Pensions from Ballasalla PO.
 - Of those MiCard customers, approx. 48% claim pension benefits.
 - Using the Over 65 population confirmed in IOMG 2016 Census Report, approx. 86% of the over 65 population in the parish have their state pension paid by BACS to a bank account.
- Approx. one third of MiCard customers or their Proxies registered at Ballasalla PO do not live in the community
- The local community would be able to pay for social housing rents via IOMPO Self-serve Kiosk.
- The public consultation undertaken by IOMPO in 2017 revealed the following information
 - 615 responded from IM9 Postcode area which equated to 2.93% of all respondents
 - Of the 615 respondents, 216 stated they were customers of Ballasalla PO
 - Approx. 51% of Ballasalla PO users conducted postal transactions
 - Approx. 14% of Ballasalla PO users conducted Vehicle Licensing transactions
 - 3% of respondents used Ballasalla for the collection of Benefits and Pensions
 - 50% customers confirmed they would use another PO in a different location if their own office were to close.
- Regular bus service operates between Ballasalla and Castletown and return.
- The main shopping district for the village is Castletown
- Ballasalla is recognised as a Service Village in IOMG Spatial Policy