



Dear Customer

Beacon Park Post Office®
Beacon Park Stores, Beacon Park Road, Plymouth, PL2 2PH

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to relocate this service to Ham Wine Convenience Store, 7 – 8 Ham Green, Ham Drive, Plymouth, PL2 2NH where it will be known as Ham Green Post Office.

We received 12 individual responses from customers during the local public consultation period. The main feedback commented about the distance to the new location, parking facilities and availability of space in the proposed store to accommodate a Post Office. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

By way of background, our proposal to relocate Beacon Park Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when moving a service including access, the size of the premises and the suitability of the host retailer. Our partner firmly believes that the move will help safeguard the viability of their business, including the Post Office service.

I appreciate that the proposed premises are located approximately 800 metres from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. For those using public transport to access the new branch there is a regular bus service from the current branch which goes to Ham Green.

However, we want to do everything we can to make our services as accessible as possible for all of our customers. To this end, I can confirm that the new premises will be refurbished and fitted out to a high standard, ensuring there is adequate space for both retail and Post Office customers and that the Post Office counter area is easily accessible.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is roadside parking in the area surrounding the new location. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed access to the new site, I am confident that following the move, customers will have good access to Post Office services and the move will help to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Monday 06 November 2017, with the new branch opening, at Ham Wine Convenience Store, 7 – 8 Ham Green, at 13:00 on Wednesday 15 November 2017. 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 two alternative Post Office branches are provided below for your convenience:

- Wolseley Road Post Office, Unit 29, Wolseley Close, Plymouth, PL2 9BY
- Peverell Post Office, Peverell Park Road, Plymouth, PL2 3PG

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 484539



Thank you for considering our proposal.

Yours faithfully



Sarah Cottrell
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of the new service:

<p>Ham Green Post Office Ham wine Convenience Store 7 – 8 Ham Green Ham Drive Plymouth PL2 2NH</p> <p>Opening times</p> <table><tr><td>Mon – Sat</td><td>09:00 – 17:30</td></tr></table> <p>Selected Post Office services will also be offered at the retail counter.</p> <table><tr><td>Mon – Fri</td><td>07:00 – 20:30</td></tr><tr><td>Sat & Sun</td><td>08:00 – 20:30</td></tr></table>	Mon – Sat	09:00 – 17:30	Mon – Fri	07:00 – 20:30	Sat & Sun	08:00 – 20:30	<p>Services The same range of services will continue to be available.</p> <p>Access and facilities This branch has a wide door and level access at the entrance. The approach to the parade of shops is either via a ramp or steps.</p>	<p>Transport/parking Roadside parking is available nearby. There is a frequent bus service available between Beacon Park branch and the new branch. The nearest bus stop is approximately 110 metres away.</p> <p>Route These premises are located approximately 800 metres away from the current branch, along varied terrain.</p>
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