



Dear Customer

Bentham Post Office®
28 Main Street, Bentham, Lancaster, LA2 7HL

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Flowerfields, 5-7 Main Street, Bentham, Lancaster, LA2 7HF, where it will operate as one of our new local style Post Office branches.

We received 17 individual responses from customers during the local public consultation period. The main feedback welcomed the proposed move to more spacious premises and commented that the new location would be easier to access. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. I am pleased to confirm that our new operator is investigating options to install a permanent ramp, if this is not possible a portable ramp will be available for any customer who is unable to manage the step and to let customers know that a ramp is available there will be a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign, will be accessible to a wheelchair user. Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers can also access the full range of Post Office products and services at Kirkby Lonsdale and Lancaster Post Office branches.

The change also means that local residents will benefit from longer opening hours, including lunchtimes, and slightly longer opening times throughout the week, allowing customers to visit at times that suit them better. Full 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Saturday 27 January 2018, with the new branch opening, at Flowerfields, 5-7 Main Street, Bentham, Lancaster, LA2 7HF, at 13:00 on Monday 29 January 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch 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:

- Kirkby Lonsdale Post Office, 15 New Road, Kirkby Lonsdale, Carnforth, LA6 2AA
- Lancaster Post Office, 21 Market Street, Lancaster, LA1 1HZ

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: 161418

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.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network 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.



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.

Bentham Post Office information sheet															
Address	<p>Flowerfields 5-7 Main Street Bentham Lancaster LA2 7HF</p>														
Opening hours	<table> <tr> <td>Monday</td><td>08:30 – 17:30</td></tr> <tr> <td>Tuesday</td><td>08:30 – 17:30</td></tr> <tr> <td>Wednesday</td><td>08:30 – 17:30</td></tr> <tr> <td>Thursday</td><td>08:30 – 13:00</td></tr> <tr> <td>Friday</td><td>08:30 – 17:30</td></tr> <tr> <td>Saturday</td><td>08:30 – 13:00</td></tr> <tr> <td>Sunday</td><td>Closed</td></tr> </table>	Monday	08:30 – 17:30	Tuesday	08:30 – 17:30	Wednesday	08:30 – 17:30	Thursday	08:30 – 13:00	Friday	08:30 – 17:30	Saturday	08:30 – 13:00	Sunday	Closed
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Saturday	08:30 – 13:00														
Sunday	Closed														
Distance	115 metres away from the current branch, along hilly terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities A portable ramp will be made available, however we are investigating the option of a permanent ramp being installed at the entrance.</p> <p>Parking Time restricted roadside parking is available nearby.</p>														
Retail	Florist, Cards and Stationery														
Date of Relocation	13:00 on Monday 29 January 2018														

Bentham Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
<p>Products marked ✖ are available at Kirkby Lonsdale Post Office, 15 New Road, Kirkby Lonsdale, Carnforth, LA6 2AA</p> <p>Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 12:30 Sun Closed</p>	