



Dear customer

Bourne Post Office®
24 – 26 West Street, Bourne, PE10 9DH

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office to 31 West Street, previously known as Paint A Pot Place, Bourne, PE10 9NB, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

This information is also available on the Post Office Consultation Hub at:
postofficeviews.co.uk

Yours sincerely

Samantha Coe

Samantha Coe
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started: 10 July 2018

Consultation ended: 21 August 2018

Consultation responses

- 60 responses from customers and local representatives

Key issues raised

- Parking and pavement condition outside new premises
- Space inside the store
- The sorting office at current site
- Cash machine at the current site

Response to issues raised

[Parking and Pavement conditions](#)

While I note the concerns about parking and pavement conditions in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. However, as I am sure you will understand, traffic flow, road safety measures, parking and pavement conditions are outside the direct responsibility of Post Office Limited. I can confirm that there is time restricted roadside parking opposite the new premises and further along the road.

[Space inside the store](#)

Internally, the new main style Post Office branch will be built to our high specifications, with three screened counters and a Post Office serving point for use at the retail counter, incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times on Saturdays.

[The sorting office at current site](#)

With respect to Royal Mail facilities, I can advise that as far as we are aware the delivery office will remain at its present location for the foreseeable future, and the services you currently receive from them will continue. It is important to note that we are only proposing to relocate Bourne Post Office; Royal Mail is a separate business and their facilities should remain as normal. However, if you would like further clarification on this matter, you can contact Royal Mail by post at: Royal Mail Customer Experience, FREEPOST, PO Box 740, Plymouth PL9 7YB, online at: www.royalmail.com/customer-services or by telephone on 03457 740 740 (Textphone 03456 000 606) between 08:00 and 18:00 Monday to Friday, 08:00 and 13:00 on Saturday and between 09:00 and 14:00 on Sunday.

[Cast machine at the current site](#)

I am pleased to advise, subject to survey, any required consents and planning permission, the Post Office external cash machine will be transferring to the new branch. Customers can also access cash at the Post Office counter over the extended opening times of the new branch. If required, customers can also access 24 hour cash machine at Market Deeping Post Office which can be reached by a direct bus service.

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

Appendix B

| Bourne Post Office information sheet | | | | | | | | | | | | | | | |
|---|--|-----------|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| Address | 31 West Street Previously known as: Paint A Pot Place Bourne PE10 9NB | | | | | | | | | | | | | | |
| Opening hours | <table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon | 09:00 - 17:30 | Tue | 09:00 - 17:30 | Wed | 09:00 - 17:30 | Thu | 09:00 - 17:30 | Fri | 09:00 - 17:30 | Sat | 09:00 - 17:30 | Sun | Closed |
| Mon | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Tue | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Wed | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Thu | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Fri | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Sat | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| New Opening times of Post Office Service at retail counter | <table border="1"> <tr><td>Mon - Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon - Sat | 09:00 - 17:30 | Sun | Closed | | | | | | | | | | |
| Mon - Sat | 09:00 - 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| Distance | 30 metres away from the current branch, along level terrain. | | | | | | | | | | | | | | |
| Products & Services | The same range of products and services will still be available. | | | | | | | | | | | | | | |
| Serving positions | There will be four serving positions. These will be a mixture of three screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services. | | | | | | | | | | | | | | |
| Accessibility | <p style="text-align: center;">Access and facilities</p> <p>The new premises will have a wide door and level access. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p style="text-align: center;">Parking</p> <p>Time restricted roadside parking is available nearby.</p> | | | | | | | | | | | | | | |
| Retail | Cards and stationery | | | | | | | | | | | | | | |
| Date of move | To be confirmed in branch | | | | | | | | | | | | | | |

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk
comments@postoffice.co.uk
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.