



Dear Customer

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

Local public consultation

We are proposing, with the postmaster's agreement, to move the above Post Office branch to a new location – Previously known as: Paint A Pot Place, 31 West Street, Bourne, PE10 9NB. If the move goes ahead, subject to consultation it will change to one of our new main style branches.

Why are we moving?

We're proposing this move as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a main style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

Your new Post Office branch

Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with three screened positions. The same range of Post Office products and services would be available. We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with main style branches stands at 95 per cent.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please contact our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. If others in your organisation are interested in the proposal, please feel free to let them know about it.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 153230

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	10 July 2018
Local Public Consultation ends	21 August 2018
Proposed month of change	October/November 2018

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in the branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours faithfully

Samantha Coe

Samantha Coe
Area Network Change 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

This is all you need to add to your envelope for your letter to reach us

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Bourne Post Office information sheet

	Current Post Office location	Proposed new Post Office location (subject to local public consultation)																												
Address	24 – 26 West Street Bourne PE10 9DH	Previously known as: Paint A Pot Place 31 West Street Bourne PE10 9NB																												
Post Office Opening hours	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Tue</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Wed</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Thu</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Fri</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sat</td><td style="text-align: center;">09:00 - 13:00</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">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 - 13:00	Sun	Closed	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Tue</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Wed</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Thu</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Fri</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sat</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">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
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New Opening times of Post Office service at retail counter offering selected services	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon - Sat</td><td style="text-align: center;">09:00 - 17:30</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">Closed</td></tr> </table>		Mon - Sat	09:00 - 17:30	Sun	Closed																								
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Distance	30 metres away from the current branch, along level terrain.																													
Products & Services	The same range of products and services will still be available. The current branch has an external Post Office branded cash machine but we don't yet know whether we'll be able to transfer this facility to the new site.																													
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>Access and facilities Current branch has a wide door and level access.</p> <p>Parking Time restricted parking is available nearby.</p>	<p>Access and facilities The proposed premises would have a wide door and level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking Time restricted parking is available nearby.</p>																												
Retail	Cards and stationery	Cards and stationery																												
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To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at postofficeviews.co.uk