



Dear Customer

**Bowness Road Post Office®**  
**Previously located at - 4 Bowness Road, Barrow-In-Furness, LA14 5PW**

**Local Public Consultation Decision**

I'm writing to confirm that we have proceeded with our proposal and re-opened the above Post Office branch Lakes Parade Stores Ltd, 1 Lakes Parade, Ennerdale Drive, Barrow-In-Furness, LA14 4PR, where it is now known as Lakes Parade Post Office.

I am pleased to advise, the new Post Office branch opened on Wednesday 14 February 2018 and is operating as one of our new local style Post Office branches.

We have received 18 individual responses from customers and local representatives during the local public consultation period. The main feedback welcomed our proposal and the re-opening of the Post Office service within the local community, however some respondents commented on parking outside the new premises and space inside. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

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 a car park directly outside of the new branch and time restricted parking is also available on Ennerdale Drive. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want our services to be as accessible as possible. Access at the store is level and via a wide door at the entrance. Internally the new branch is in line with Post Office specifications, with sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and some fixtures and fittings have been 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 and a wheelchair to move around without difficulty.

The local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

The new local style Post Office is operating from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the vast majority of Post Office products and services will continue to be available and the small number of services that are not offered will continue to be available at Duke Street Post Office and Furness Post Office which can be accessed by a direct bus service.

Post Office customers will also benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and 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 are available.

I have carefully considered our original proposal, the feedback received during the 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 satisfied that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters are now displayed in branch to let customers know about this decision.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 266418.

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](https://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](https://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

**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.**

### Lakes Parade Post Office information sheet

<b>Address</b>	Lakes Parade Stores Ltd 1 Lakes Parade Ennerdale Drive Barrow-In-Furness LA14 4PR														
<b>Opening hours</b>	<table border="1"> <tr><td>Mon</td><td>06:00 – 20:00</td></tr> <tr><td>Tue</td><td>06:00 – 20:00</td></tr> <tr><td>Wed</td><td>06:00 – 20:00</td></tr> <tr><td>Thu</td><td>06:00 – 20:00</td></tr> <tr><td>Fri</td><td>06:00 – 20:00</td></tr> <tr><td>Sat</td><td>06:00 – 20:00</td></tr> <tr><td>Sun</td><td>06:00 – 18:00</td></tr> </table>	Mon	06:00 – 20:00	Tue	06:00 – 20:00	Wed	06:00 – 20:00	Thu	06:00 – 20:00	Fri	06:00 – 20:00	Sat	06:00 – 20:00	Sun	06:00 – 18:00
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<b>Distance</b>	0.9 miles away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services are still available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> This branch has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is a car park directly outside this branch. Time restricted parking is also available on Ennerdale Drive.</p> <p><b>Buses</b> There are frequent buses running from the previous branch to the new premises. The nearest bus stop is approximately 170 metres away.</p>														
<b>Retail</b>	Convenience store														
<b>Date of change</b>	14 February 2018														

Lakes Parade Post Office® services available	
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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at <b>Oxford Street</b> Post Office, 46 Oxford Street, Barrow-In-Furness, LA14 5QL	
Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30	