



Dear Customer

**Broadstone Post Office®**  
**Temporary Post Office Unit, Dunyeats Road, Broadstone, BH18 8AG**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 6 Dunyeats Road, Broadstone, BH18 8AG, where it will operate as one of our new main style Post Office branches.

We received 195 individual responses from customers and local representatives during the local public consultation period. The main feedback was in support of the move with customers welcoming the improved access and more spacious premises the new branch would provide. Other feedback questioned the availability of parking in the surrounding area.

While I acknowledge the concerns raised about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area we are mindful of the needs of our customers, but as I am sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Limited. I have, however, conducted a further review. I can confirm that there is roadside parking and parking in close proximity of the new premises, as well as in the surrounding area. I am therefore satisfied that parking at the new location will meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important role in the lives of customers, particularly to our elderly and disabled customers, and we want to make our services as accessible as possible with level access and a wide door at the entrance. I am also pleased to confirm that the new branch will be dog-friendly and dogs will be welcome in the store.

Internally, the new main style Post Office branch will be built to our high specifications, with two screened and two open-plan counter positions, 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. This will ensure the Post Office counter area is easily accessible and customers including a wheelchair user, have sufficient space to move around whilst conducting their business. Additionally, there will be a Post Office serving point located at the shop counter where customers can access the majority of Post Office products and services alongside retail transactions.

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 location, 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.

The current branch will close at 17:30 on Wednesday 27 June 2018, with the new branch opening at 6 Dunyeats Road at 13:00 on Monday 2 July 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 branch are provided below for your convenience:

- Waterloo Estate Post Office, 7 The Parade, Waterloo, Poole, BH17 7EZ
- The Neighbourhood Centre Post Office, 9 The Neighbourhood Centre, Culliford Crescent, Poole, BH17 9DW

This information is also available on the Post Office Consultation Hub at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk).

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](http://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

*Marie Tighe*

**Marie Tighe**  
**Area Network Change Manager**

How to contact us:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)

**Details of the new service:**

<b>Broadstone Post Office information sheet</b>															
<b>Address</b>	6 Dunyeats Road Broadstone BH18 8AG														
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Tue</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Wed</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Thu</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Fri</td> <td>08:30 - 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 - 13:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	08:30 - 17:30	Tue	08:30 - 17:30	Wed	08:30 - 17:30	Thu	08:30 - 17:30	Fri	08:30 - 17:30	Sat	09:00 - 13:00	Sun	Closed
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<b>Distance</b>	5 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The same range of products and services will still be available.														
<b>Serving positions</b>	There will be five serving positions. These will be a mixture of two screened, two open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking/Buses</b> Time-restricted roadside parking is available near the new premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	13:00 on Monday 2 July 2018														

**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.**