



Dear Customer

Burley Post Office®
The Cross, Burley, Ringwood, BH24 4AA

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 Shappen Stores, Ringwood Road, Burley, Ringwood, BH24 4AB, where it will operate as one of our new local style Post Office branches.

We received 2 individual responses during the local public consultation period. Respondents, which included the local Parish Council, were pleased that Post Office services were being retained locally and welcomed the ease of access and better parking that would be available at the proposed new branch. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. Access at the new premises is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will 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 a Post Office serving point located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The full range of Post Office products and services are offered at Bransgore Post Office which can be reached by a direct bus service.

The change also means that customers will benefit from extensive opening hours, including lunch times, Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week, so they can use our services seven days a week and at times that suit them better. Further 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, 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 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 17:30 on Monday 6 November 2017, with the new branch opening, at Shappen Stores, Ringwood Road, at 13:00 on Tuesday 7 November 2017. 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 an alternative Post Office branch are provided below for your convenience:

Bransgore Post Office, Ringwood Road, Bransgore, Christchurch, BH23 8AA

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: 171508

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.

Burley Post Office information sheet															
Address	Shappen Stores Ringwood Road Burley Ringwood BH24 4AB														
Opening hours	<table border="1"> <tr><td>Monday</td><td>07:00 – 19:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 19:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 19:00</td></tr> <tr><td>Thursday</td><td>07:00 – 19:00</td></tr> <tr><td>Friday</td><td>07:00 – 19:00</td></tr> <tr><td>Saturday</td><td>08:00 – 19:00</td></tr> <tr><td>Sunday</td><td>08:00 – 14:00</td></tr> </table>	Monday	07:00 – 19:00	Tuesday	07:00 – 19:00	Wednesday	07:00 – 19:00	Thursday	07:00 – 19:00	Friday	07:00 – 19:00	Saturday	08:00 – 19:00	Sunday	08:00 – 14:00
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Sunday	08:00 – 14:00														
Distance	100 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is time restricted roadside parking in front of the premises. There is also a car park at the rear.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Tuesday 7 November 2017														

Burley 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	✓
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Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓

Mobile Top-ups & E vouchers

✓

National Lottery Terminal

✓

Payment by cheque

✓

Other Products are available at **Bransgore** Post Office,
Ringwood Road, Bransgore, Christchurch, BH23 8AA

Opening times:

Mon – Fri

09:00 – 17:30

Sat

09:00 – 13:00