



Dear Customer

**Camelford Post Office®
13 – 15 Market Place, Camelford, PL32 9PA**

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Stephens Home Hardware, 12 Market Place, Camelford, PL32 9PB, where it will operate as one of our new local style Post Office branches.

We received 25 individual responses from customers during the consultation period. Some feedback welcomed the proposal as this would maintain a Post Office service locally. Other comments related to the size of the premises, availability of space inside and privacy. This feedback helped me to understand customers' concerns and views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. Access into new store is via a ramp and a wide door at the entrance. From the entrance door to the Post Office serving points, access will be level throughout the store.

Internally, the new premises will be fully refurbished to provide more space, improved layout and easier manoeuvrability for customers. The new branch will be built 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 to make sure there is clear access into and inside the store and adequate room is provided for customers to queue and for customers and a wheelchair to move around 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 two Post Office serving points located at retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers will still be able to collect undeliverable items of mail, including parcels, at the new branch.

The Post Office transactions through the local style branch are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a very small number of transactions that are more time consuming, complex or paper based, such as the Passport Check and Send service won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The Passport Check and Send service is available at Wadebridge Post Office which offers the full range of service and can be reached by a direct bus service. There is also Delabole Post Office in the area, which provides selected services and may be another alternative option for some people.

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, 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. Full 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.

Details of two alternative Post Office branches are provided below for your convenience:

- Wadebridge Post Office, The Platt, Wadebridge, PL27 7AG
- Delabole Post Office, 51 High Street, Delabole, PL33 9AA

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 265555

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: 03457 22 33 44
Textphone: 03457 22 33 55
 - ✉️ FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.

Camelford Post Office information sheet

Address	Stephens Home Hardware 12 Market Place Camelford PL32 9PB														
Opening hours	<table border="1"><tr><td>Monday</td><td>08:30 – 17:00</td></tr><tr><td>Tuesday</td><td>08:30 – 17:00</td></tr><tr><td>Wednesday</td><td>08:30 – 17:00</td></tr><tr><td>Thursday</td><td>08:30 – 17:00</td></tr><tr><td>Friday</td><td>08:30 – 17:00</td></tr><tr><td>Saturday</td><td>09:00 – 17:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	08:30 – 17:00	Tuesday	08:30 – 17:00	Wednesday	08:30 – 17:00	Thursday	08:30 – 17:00	Friday	08:30 – 17:00	Saturday	09:00 – 17:00	Sunday	Closed
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Saturday	09:00 – 17:00														
Sunday	Closed														
Distance	10 metres from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities Access is via a ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Parking There is a car park within 60 metres of the premises.														
Retail	Hardware store														
Date of Relocation	To be confirmed in branch														

Camelford Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
Passport Check & Send	✗
Payment by cheque	
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓

Products marked ✗ are available at **Wadebridge** Post Office, The Platt, Wadebridge, PL27 7AG

Opening times:
Mon – Sat 09:00 – 17:30