



Dear Customer

**Local public consultation – Decision**

**Canford Cliffs Post Office  
Central News Plus, 46 Haven Road, Poole, BH13 7LP**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Central Convenience at 21 Haven Road, Poole, BH13 7LE, where it will be operated by a retail partner, as one of our local style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 12:30 on Saturday 3 December 2022, with the new branch opening, at Central Convenience, 21 Haven Road, at 09:00 on Wednesday 7 December 2022. If there are any unforeseen circumstances 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 is provided below for your convenience:

- Westbourne Post Office, 10 - 12 Seamoor Road, Bournemouth, BH4 9AP

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

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

*Jason Collins*

**Jason Collins  
Network Provision Manager  
Post Office Limited**

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

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

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** 4 October 2022

**Consultation ended** 15 November 2022

#### **Consultation responses**

- 25 responses from customers

#### **Key issues raised**

- Distance and Parking
- Premises, Internal Space, Counter Position and Queues
- Privacy, Security and Staff
- Post Office Products

#### **Response to issues raised**

##### **Distance and Parking**

The new branch will be located approximately 100 metres from the current branch, along level terrain, on the same High Street. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. Whilst we have considered the concerns raised about parking in the area surrounding the new location, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited.

With the branch moving 100 metres away, for customers using their own transport, there is a dedicated customer parking area located at the rear of the new premises. There is also time restricted roadside parking available with designated disabled bays on Maxwell Road adjacent to the premises. We can also confirm further time restricted roadside parking is also available on the road opposite the premises and customers may continue to use the Ravine Road Pay & Display Car Park, located 100 metres away from the new premises.

##### **Premises, Internal Space, Counter Position and Queues**

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. We can confirm the new premises has wide doors at the entrance. Our partners at Central Convenience will complete works to remove the current step and install a permanent ramp to provide improved access for customers. Internally, there will be space for a wheelchair.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with our partner on the internal layout and some fixtures and fittings will be 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.

The local style Post Office will operate from an open plan, modern serving point located at the shop counter and enabling customers to carry out a similar range of Post Office products and services alongside retail transactions, over longer opening hours, giving customers greater flexibility to use our services and at times that suit them better.

### **Privacy, Security and Staff**

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all our branches. We will also be working closely with our partner 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.

The staff handling Post Office transactions will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include areas such as Data Protection, Mail Handling and the need to respect customer privacy and confidentiality. Staffing levels will be carefully aligned to customer demand particularly at peak times. We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers.

### **Post Office Products and Services**

When the new branch opens, a similar range of Post Office products and services will still be available, however excluding, On Demand Travel Insurance and a comprehensive range of Travel Money, but the new branch will offer, Euros and Dollars On Demand Travel Money. Customers will also benefit to get free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the Post Office counter, over the extended opening hours of the Post Office.

For any customers who requires access to cash facilities outside of these hours, there is an external Post Office cash machine at Westbourne Post Office approximately 1.8 miles away, which can be reached by a direct bus service.

We can confirm as a national law, all businesses under the United Kingdom, big or small, are legally required to allow guide dogs into their stores. This is because guide dogs are classed as a 'mobility aid', meaning that it is a reasonable adjustment made by the law to ensure that disabled customers get equal treatment.

## Appendix B

### Canford Cliffs Post Office Information Sheet

Central Convenience  
21 Haven Road  
Poole  
BH13 7LE

#### New opening hours

Monday - Saturday	06:00 - 21:00
Sunday	07:00 - 21:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**

**The latest available branch information can be found on our website**  
[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

#### Products & Services

A similar range of products and services will still be available, however excluding, On Demand Travel Insurance and a comprehensive range of Travel Money, but the new branch will offer, Euros and Dollars Travel Money.

#### Serving positions

There will be a Post Office serving point at the retail counter.

#### Access

Currently there is a step at the entrance to the proposed premises with wide doors.  
Our partner will complete works to install a permanent ramp to provide improved access for customers.  
Internally, there will be a hearing loop and space for a wheelchair.

#### Getting there

The new branch will be located approximately 100 metres away from the current branch, along level terrain.  
There is dedicated customer parking located at the rear of the premises.  
Time restricted roadside parking is available with designated disabled parking on Maxwell Road adjacent to the premises.  
Further time restricted roadside parking is also available on the road opposite the premises.  
Customers may also park at the Ravine Road Pay & Display Car Park, located 100 metres away from the premises.

#### Retail

Convenience store

#### Date of move

Wednesday 7 December 2022 at 09:00

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## Canford Cliffs Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
<b>Mail</b>	
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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
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 (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
<div> <div> Products marked <b>x</b> are available at <b>Westbourne</b> Post Office, 10 - 12 Seamoor Road, Bournemouth, BH4 9AP </div> <div> Opening times:  Mon, Wed, Thu &amp; Fri 09:00 – 17:30  Tue 09:30 – 17:30  Sat 09:00 – 12:30 </div> </div>	

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>1</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

**These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.**

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

**Postofficeviews.co.uk**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>2</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>3</sup> and <sup>4</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.