



Dear Customer

Cornholme Post Office®
Sunnybank House, Burnley Road, Todmorden, OL14 8LF

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 900 Burnley Road, Todmorden, OL14 8PJ, where it will operate as one of our new local style Post Office branches.

We received 1 response during the local public consultation period which welcomed the ease of access and longer opening times that would be available at the new location. I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I have also reviewed pedestrian and vehicular access to the new site along with the impact on local residents and the wider community.

I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3800 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

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 to make our services as accessible as possible. Our new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers. Before the new Post Office opens a permanent ramp will be installed, providing ease of access into the premises.

Internally 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 in the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is unimpeded access into the premises. Aisles will be kept free from obstructions, with sufficient space for a wheelchair to move around the shop and access the Post Office service point.

I appreciate that the new location is approximately 950 metres away from the current site. In situations such as this there will always be some customers who are more inconvenienced than others and I acknowledge for some customers this may mean a slightly longer journey, for which I apologise. Equally, there may be some customers for whom the new location is slightly closer than at present. In terms of accessing the new location, there is a frequent bus service (route 592 & 589) from the current branch which stops approximately 60 metres from new site. Customers can also access the full range of Post Office products and services at Todmorden Post Office, which can be reached by a regular bus service.

The new local style Post Office will operate 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. The change also means that local residents will benefit from significantly longer opening hours, including Tuesday and Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services at times that suit them better. Details of the new service are provided at the end of this letter together with a product list, which lets you know which services will be available at your new branch.

The current branch will close at 12:30 on Saturday 20 January 2018, with the new branch opening, at 900 Burnley Road, at 13:00 on Monday 22 January 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 an alternative Post Office branch is provided below for your convenience:

- Todmorden Post Office, 7 Brook Street, Todmorden, OL14 5AJ

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: 235424

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.

| Cornholme Post Office information sheet | | | | | | | | | | | | | | | |
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| Address | 900 Burnley Road Todmorden OL14 8PJ | | | | | | | | | | | | | | |
| Opening hours | <table> <tr><td>Monday</td><td>07:30 – 21:00</td></tr> <tr><td>Tuesday</td><td>07:30 – 21:00</td></tr> <tr><td>Wednesday</td><td>07:30 – 21:00</td></tr> <tr><td>Thursday</td><td>07:30 – 21:00</td></tr> <tr><td>Friday</td><td>07:30 – 21:00</td></tr> <tr><td>Saturday</td><td>07:30 – 21:00</td></tr> <tr><td>Sunday</td><td>07:30 – 21:00</td></tr> </table> | Monday | 07:30 – 21:00 | Tuesday | 07:30 – 21:00 | Wednesday | 07:30 – 21:00 | Thursday | 07:30 – 21:00 | Friday | 07:30 – 21:00 | Saturday | 07:30 – 21:00 | Sunday | 07:30 – 21:00 |
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| Saturday | 07:30 – 21:00 | | | | | | | | | | | | | | |
| Sunday | 07:30 – 21:00 | | | | | | | | | | | | | | |
| Distance | 950 metres away from the current branch, along varied terrain. | | | | | | | | | | | | | | |
| Products & Services | The majority of Post Office products and services will still be available. | | | | | | | | | | | | | | |
| Accessibility & accessibility works | <p>Access and facilities Currently there is a step at the entrance to the new premises, however a permanent ramp will be installed providing ease of access into the premises. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p> <p>Buses There is a frequent bus service between the current branch and the new premises. The nearest bus stop is approximately 60 metres of the new premises.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | Monday 22 January 2018 at 13:00 | | | | | | | | | | | | | | |

Cornholme 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) | ✓ |
| Licences | |
| Rod fishing licences | ✓ |
| Travel | |
| Pre-order travel money | ✓ |
| On demand travel money | Euros |
| Travel insurance referral | ✓ |
| | |
| Mobile Top-ups & E vouchers | ✓ |
| Payment by cheque | |
| | |
| Other Products are available at Todmorden Post Office, 7 Brook Street, Todmorden, OL14 5AJ | Opening times: Mon – Fri 08:30 – 18:00 Sat 08:30 – 15:00 |