



Dear Customer

Dallam Post Office®
Dallam Stores, 2-5 Harrison Square, Warrington, WA5 0HQ

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 Dallam Stores, Unit 2, Longshaw Street, Bewsey, Warrington, WA5 0FF, where it will operate as one of our new local style Post Office branches.

We have received 1 individual response from a customer during the local public consultation period. The feedback commented about parking arrangements at the new location.

By way of background, the existing premises are soon to be demolished as part of the regeneration of the area and the move will allow us to maintain a Post Office service for our customers in the area.

With regard to parking, I am pleased to confirm that there will be parking within 20 metres of the new premises, providing some spaces, including disabled bays. I am therefore satisfied that parking will meet the needs of customers using the new Post Office.

We know 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 will be level with a wide door at the entrance. Internally, 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 operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty.

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 change also means that the Post Office hours are aligned to the store, so customers will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening throughout the week. Details of the new branch are provided at the end of this letter together with a list of products and services that will be available. Customers can access the full range of Post Office services at the Folly Lane Post Office, which can be reached by a frequent bus service.

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 site, we are confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office services in the local community.

The current branch will close at 17:30 on Thursday 14 December 2017, with the new branch opening, at Dallam Stores, Unit 2, Longshaw Street at 13:00 on Friday 15 December 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:

- Folly Lane Post Office, Lovely Lane, Warrington, WA5 1NE

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: 23243499

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.

Dallam Post Office information sheet															
Address	Dallam Stores Unit 2 Longshaw Street Bewsey, Warrington WA5 0FF														
Opening hours	<table> <tr><td>Monday</td><td>08:00 – 20:00</td></tr> <tr><td>Tuesday</td><td>08:00 – 20:00</td></tr> <tr><td>Wednesday</td><td>08:00 – 20:00</td></tr> <tr><td>Thursday</td><td>08:00 – 20:00</td></tr> <tr><td>Friday</td><td>08:00 – 20:00</td></tr> <tr><td>Saturday</td><td>08:00 – 20:00</td></tr> <tr><td>Sunday</td><td>09:00 – 20:00</td></tr> </table>	Monday	08:00 – 20:00	Tuesday	08:00 – 20:00	Wednesday	08:00 – 20:00	Thursday	08:00 – 20:00	Friday	08:00 – 20:00	Saturday	08:00 – 20:00	Sunday	09:00 – 20:00
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Saturday	08:00 – 20:00														
Sunday	09:00 – 20:00														
Distance	20 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 The new premises will have a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There will be parking within 20 metres of the new premises, providing several spaces, including disabled bays. Additionally, roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of Relocation	Friday 24 November 2017 at 13:00														

Dallam 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by check	x
Products marked x are available at Folly Lane Post Office, Lovely Lane, Warrington, WA5 1NE	
Opening times: Mon – Sat 09:00 – 17:30	