



Dear Customer

Doncaster Post Office®
24 Priory Place, Doncaster, DN1 1AA

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office into the WHSmith store at 14 – 16 West Mall, Frenchgate Centre, Doncaster, DN1 1ST, where it will continue to be operated by Post Office Limited.

We believe the WHSmith premises will provide an excellent host location for this branch. As the Post Office service will still be run by us, you will be served by the same branch team. The WHSmith retail offer will complement the wide range of Post Office products and services, which will continue to be available following the move.

Public consultation feedback:

During the public consultation period we received 18 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. 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 was taken into account along with all other relevant factors, when making our decision.

The main areas of feedback centred on the proposed move into a shopping centre, ease of access into and within the proposed new premises, particularly for disabled customers, access to the first floor location and the customer lift, and the size and ability of the proposed new premises to cope with additional customers. Customers also asked about the future of the current building. On this latter point, following the move we will carefully consider the future of the building and will engage with the local authorities as appropriate.

Getting to the new location:

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. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

We recognise that as the new location is within a shopping centre, there will be no parking directly outside the branch. However, Frenchgate Shopping Centre does have its own multi-storey car park with 846 spaces, including designated disabled parking bays. Level 1 is directly above WHSmith and has 4 Blue Badge spaces immediately adjacent to 2 large lifts. There is also a rooftop car park with 340 spaces including 16 designated disabled bays.

Additionally there is a drop off point in West Laith Gate and three designated disabled bays in Printing Office Street approximately 70 metres from the St Sepulchre Gate entrance to the Frenchgate Centre. For those using public transport to access the new branch, Doncaster Interchange is attached to the Frenchgate Centre, providing access to both bus and rail services, and access to this transport is on the same level as WHSmiths.

In conclusion, I remain satisfied that customers in Doncaster will continue to have good access to Post Office services.

What the new branch will look like:

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. We have a long and successful relationship with WHSmith and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The new branch will have its own designated area on the first floor which can be accessed by either stairs or a customer lift within the WHSmith store. Additionally there is a first floor entrance to WHSmiths which can be accessed by other lifts and escalators within the Frenchgate Shopping Centre. Customer access both into and within the store will meet our stringent accessibility standards and all applicable legislation. Access into the store from the shopping centre is level, with the entrance being kept open during store opening times.

Externally the store front will include Post Office signage, including an opening hours board. Full posting facilities will also be available in the new branch.

There will be directional signage from the entrance door through to the new Post Office area on the first floor. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions.

The lift can carry up to 8 people and can accommodate pushchairs and wheelchairs. Prior to the move the lift will be refurbished and upgraded, including improved lighting, a handrail, and audible announcements in the car. If for any reason the lift was out of order, this would be resolved as quickly as possible to minimise any inconvenience to our customers. Additionally, the Frenchgate Shopping Centre has numerous lifts and escalators affording alternative means of access. However, should any person be unable to access the Post Office area they can alert a member of staff and alternative arrangements would be made at the ground floor retail counter. These arrangements would enable access to all of the services normally available except for a small number of high value services such as business banking and foreign currency.

The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The number of serving positions and allocated space within the branch is based on current and future predicted business levels and the new branch will have one traditional floor to ceiling screened serving position and four open plan positions. Open plan serving positions are successfully used across our Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

There will also be three self-service kiosks for mails transactions including payments and most home shopping returns, E Top-Ups, and a range of bill payments.

I'm satisfied that customer needs will continue to be met and as with all of our branches, we will monitor customer usage to make sure service standards are maintained.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available with the exception of a cash machine. It is our intention to install an external cash machine but this currently remains subject to survey by our cash machine provider, operational considerations, relevant consent and planning permission. If this is not possible or it won't happen before the move, personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Alternatively, Scawthorpe Post Office, 71 Amersall Road, Scawthorpe, Doncaster, DN5 9PQ, has an external cash machine and is located approximately 2.5 miles away and can be reached by a regular bus service.

As this move is a relocation of the directly managed office the existing staff will move to the new location and continue to serve the customers of Doncaster. No job losses or staff redundancies will occur as a result of this relocation.

Post Office product information will continue to be available in branch for customers to take away with them and our website and specialist customer helplines also provide information on what's available to customers and how to make a purchase.

Further details of the new branch are provided in the enclosed information sheet.

Conclusion:

After careful consideration of the feedback received, I am confident that WHSmith is a suitable host partner and that the new branch will be suitably located. I believe this change will help to provide future sustainability for the branch and maintain a Post Office presence in Doncaster. The current branch will close at 17:30 on Wednesday 6 September 2017, with the new branch opening at 09:00 on Thursday 7 September 2017.

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: **007311**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Doncaster Post Office information sheet															
Address	<p>WHSmith 14 – 16 West Mall Frenchgate Centre Doncaster DN1 1ST</p>														
Opening hours	<table border="1"> <tr> <td>Mon</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tue</td> <td>09:30 – 17:30</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 16:00</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 16:00	Sun	Closed
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Sun	Closed														
Products & Services	<p>The same wide range of products and services will still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether or not a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations and relevant planning permission.</p>														
Serving positions	<p>There will be five counter serving positions; four open plan and one screened.</p>														
Additional facilities	<p>Three self-service kiosks for mails transactions including payments and most home shopping returns, E Top-Ups, and a range of bill payments.</p>														
Access & facilities	<p style="text-align: center;">Access</p> <p>The Post Office area will be located on the first floor which can be accessed by a customer lift within the WHSmith store, as well as other lifts and escalators within the Frenchgate Centre. Access into WHSmith from the shopping centre is level, with the entrance being kept open during store opening times. Low level serving counters, a low level writing desk and hearing loops will be available.</p>														
How far away is it?	<p>Approximately 330 metres away from the current branch, along varied terrain.</p>														
Transport & parking	<p style="text-align: center;">Parking</p> <p>There is a pay on exit multi-storey car park at the Frenchgate Shopping Centre, accessed via Church Street with 846 spaces including designated disabled bays. There are also three designated disabled bays in Printing Office Street approximately 70 metres from the St Sepulchre Gate entrance to the Frenchgate Centre.</p> <p style="text-align: center;">Buses</p> <p>Public transport services are available to and from the surrounding areas from the Doncaster Interchange.</p>														
Date of move	<p>7 September 2017</p>														