



Dear Customer

Forest Town Post Office®
115 Clipstone Road West, Forest Town, Mansfield, NG19 0BT

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 BP Clipstone Road Service Station, 122 Clipstone Road West, Forest Town, Mansfield, NG19 0HL, where it will operate as one of our new local style Post Office branches.

We received 19 individual responses from customers and local representatives as well as a petition during the local public consultation period. The main feedback commented about a number of issues including the location, availability and suitability of car parking, particularly as the new premises were said to be located close to a busy main road, space inside the new premises and transport. Other feedback welcomed the level access at the new location. This feedback enabled me to improve my understanding of customers' concerns and views and to ensure that all such information was taken into account before finalising our plans for the new branch.

I appreciate that the new premises are located approximately 900 metres from the current site. 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. In terms of pedestrian access to the new location, there are pavements, with dropped kerbs along the route from the current site. However, with the aim of further assisting customers, the new operator will engage with relevant authority to seek the provision of a pedestrian crossing on Clipstone Road West.

For those using public transport to access the new branch there is a frequent bus service available between the current location and the new premises, with the nearest bus stop approximately 60 metres away. Local community transport scheme (Our Centre) operates in the local area and may provide an alternative option for customers wishing to access the new branch. Further details, including how to register, are available by telephone on 01623753192. Details of the scheme will be displayed on the notice board at the new branch.

While I acknowledge the comments about parking and road conditions in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we do consider the needs of our customers and although the availability of parking spaces and traffic conditions are outside the direct control of the Post Office, I have further reviewed this aspect of the proposal. I am pleased to confirm that before the new Post Office opens, the new operator will mark out a pedestrian walkway on the garage forecourt to provide a clear route to the shop and the Post Office. They will also mark out parking bays, including one designated disabled bay.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with a wide door at the entrance. 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 the new operator 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 and a wheelchair to move around without difficulty.

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. Customers can also access the full range of Post Office services at Carter Lane Post Office, or at Mansfield Post Office, which can be accessed by a regular bus service.

After further discussions with the new operator, I'm also pleased to tell you that the opening times of the new branch have been revised and will be longer than originally proposed. The branch will be open from 08:00 to 20:00 Monday to Sunday. 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am 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 service provision in the local community.

The current branch will close at 17:30 on Thursday 12 October 2017, with the new branch opening, at BP Clipstone Road Service Station, 122 Clipstone Road West at 13:00 on Friday 13 October 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 two alternative Post Office branches are provided below for your convenience:

- Mansfield Post Office, 1 Four Seasons Centre, Mansfield, NG18 1SN
- Carter Lane Post Office, 41 Carter Lane, Mansfield, NG18 3DQ

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: 394227

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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Forest Town Post Office information sheet															
Address	BT Clipstone Road Service Station 122 Clipstone Road West Forest Town Mansfield NG19 0HL														
Opening hours	<table border="1"> <tbody> <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>08:00 – 20:00</td> </tr> </tbody> </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	08:00 – 20:00
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Sunday	08:00 – 20:00														
Distance	900 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 Forecourt parking is available at the new premises.</p> <p>Buses There is frequent bus service available between Forest Town Post Office and the new premises the nearest bus stop is approximately 60 metres away.</p>														
Retail	Forecourt Garage														
Date of Relocation	Friday 13 October 2017														

Forest Town 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

	Current branch	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 & Airtsure)		✓
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
Driving		
Car tax		✓
Licences		
Rod fishing licences		✓
Travel		
Pre-order travel money		✓
On demand travel money		Euros
Travel insurance referral		✓
On demand travel insurance		x
Mobile Top-ups & E vouchers		
		✓
Payment by cheque		
		x
Products marked x are available at Carter Lane Post Office, 41 Carter Lane, Mansfield, NG18 3DQ	Opening times: Mon – Fri 08:45 – 17:30 Sat 08:45 – 13:00	