



Dear Customer

Grange Park Post Office®
53 Chepstow Road, Blackpool, FY3 7PH

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Cunliffes New Road Garage, 113A Poulton Road, Blackpool, FY3 7JJ, where it will operate as one of our new local style Post Office branches.

We received 5 individual responses from customers and local representatives during the local public consultation period. Some respondents welcomed the new location, which was said to be closer, while other comments related to the busy nature of the garage forecourt and access into the store. All the feedback helped me to understand customers' concerns and views and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed location is approximately 600 metres away from the current site. In situations such as this there will always be some people who are more inconvenienced than others and I acknowledge for some customers this may mean a slightly longer journey, for which I apologise. Equally, as we know from customer feedback, there are other customers for whom the new location is closer and more convenient than at present.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will mark out a dedicated pedestrian walkway on the garage forecourt to provide a clear route from the pavement to the Post Office. Additionally, there will be eight marked parking bays on the forecourt, including two designated disabled bays. I am therefore satisfied that improvements to access and parking at the new location will meet the needs of customers using the Post Office.

Like the current branch, there is a step at the entrance. However, a portable ramp and grab rail will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users.

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 new operator on the internal layout to make sure there is clear access into and within the premises, including the aisles and the queuing area, which will be kept free from obstructions and adequate room will be provided for customers to move around the shop 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 Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Little Layton Post Office which can be reached by a regular bus service.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and 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 13:00 on Tuesday 20 June 2017, with the new branch opening, at Cunliffes New Road Garage, 113A Poulton Road, at 13:00 on Wednesday 21 June 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:

- Little Layton Post Office, 39-43 Westcliffe Drive, Blackpool, FY3 7BH

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: 171405

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: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Grange Park Post Office information sheet

Address	Cunliffes New Road Garage 113A Poulton Road Blackpool FY3 7JJ														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 22:00</td></tr><tr><td>Tuesday</td><td>07:00 – 22:00</td></tr><tr><td>Wednesday</td><td>07:00 – 22:00</td></tr><tr><td>Thursday</td><td>07:00 – 22:00</td></tr><tr><td>Friday</td><td>07:00 – 22:00</td></tr><tr><td>Saturday</td><td>07:00 – 22:00</td></tr><tr><td>Sunday</td><td>07:00 – 22:00</td></tr></table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Sunday	07:00 – 22:00														
Distance	600 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</p> <p>There is a step at the entrance, however a portable ramp will be available upon request. A bell and signage will be installed to assist customers.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There is parking with disabled bays available on the forecourt of the premises.</p>														
Retail	Forecourt Garage														
Date of Relocation	13:00 on Wednesday 21 June 2017														

Grange Park 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

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	✗
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	✓

Bill payments

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗

Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

Payment by cheque

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Products marked ✗ are available at **Little Layton** Post Office
39-43 Westcliffe Drive, Blackpool, FY3 7BH

Opening times:
Mon – Fri 09:00 – 17:30
Sat 09:00 – 12:30