



Dear Customer

Highcliffe Post Office®
Previously located at: 286 Lymington Road, Highcliffe, Christchurch, BH23 5EX

Local Public Consultation Decision

I'm writing to confirm that we've proceeded with our proposal to re-open the above Post Office branch at Occasions, 348 Lymington Road, Highcliffe, Christchurch, BH23 5EY, where it is operating as one of our new main style Post Office branches. The new branch opened at on Monday 16 October 2017.

We received 23 individual responses from customers during the local public consultation period. The majority of feedback welcomed the restoration of Post Office services to the community, highlighting the ease of access, more space, and longer opening hours that would be available in the new branch. All of the feedback enabled me to improve my understanding of customer views and was taken into account in finalising our plans for the new branch.

We recognise 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. Access into the store is level and via a wide door.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with two screened serving positions incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. There is an internal ramp to allow for easy access for wheelchair users. Customers will be able to transact the same wide range of products and services as currently, but excluding National Lottery.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care. Full details of the new branch are provided at the end of this letter.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will allow customers to transact the majority of Post Office products and services alongside retail transactions. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

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, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

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: **195508**

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.

Details of the new service:

Highcliffe Post Office information sheet															
Address	<p>Occasions 348 Lymington Road Highcliffe Christchurch BH23 5EY</p>														
Post Office Opening hours	<table> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 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 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Sat	09:00 - 17:30														
Sun	Closed														
Distance	190 metres away from the previous branch, along varied terrain.														
Products & Services	The same wide range of products and services will still be available however excluding National Lottery.														
Serving positions	There are three serving positions, which are a mixture of two screened a Post Office serving point provided for use at the retail counter.														
Accessibility & Accessibility works	<p>Access and facilities There is level access with a wide door at the entrance. Internally, there is a ramp, hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses There is a pay and display car park with disabled parking bays within 150 metres.</p>														
Retail	Cards and Stationery														
Date of relocation	Monday 16 October 2017														

