



Dear Customer

Local public consultation – Decision

**Ipplepen Post Office
Fore Street, Ipplepen, Newton Abbot, TQ12 5RH**

I'm writing to confirm that we have completed a period of local public consultation and review regarding above Post Office relocating to Spar at Totnes Road, Ipplepen, Newton Abbot, TQ12 5TN on Tuesday 1 November 2022. The branch closed at the previous location on Wednesday 26 October 2022 due to resignation of the postmaster and withdrawal of the premises for Post Office use.

Our priority is to safeguard our services in the locality in the longer term and the recent relocation of Ipplepen Post Office to Spar has enabled us to maintain a Post Office service to our customers in the local community.

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 this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch is continuing to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Jason Collins

**Jason Collins
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Appendix A

Response to Local Public Consultation

Consultation started 13 September 2022

Consultation ended 25 October 2022

Consultation responses

- 153 responses from customers and local representatives

Key issues raised

- Distance
- Road Crossing
- Parking
- Staff
- Space within shop

Response to issues raised

Distance

The new premises are located approximately 0.7 miles from the previous site. With any relocation it is inevitable that whilst some customers have an easier journey to the new location, regrettably others have further to travel.

For those using public transport to get to the new branch, there is a regular direct bus 177 between previous branch and the new branch. The nearest bus stop is opposite the Spar.

Local community transport scheme Newton Abbot Ring and Ride operate 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 01626 335775.

Road Crossing

We acknowledge for some customers accessing the new branch may mean having to cross the road. As I am sure you will understand, matters such as road crossings are outside the direct control of Post Office Limited. In light of the comments received during consultation, we have discussed the issue with the new operator and they plan to approach the Highways Agency to investigate if pedestrian crossing can be implemented near the store.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that some forecourt parking is available directly outside the branch and more parking is available further along Marldon Road.

Staff

The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which are put in place to protect staff and customers. Additionally, any staff handling Post Office transactions has completed compliance training for a number of areas, including Data Protection and Mail Handling.

The staffing levels are aligned to meet customer demand.

Space within shop

Internally the new branch is in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We are working closely with the new operator on the internal layout and some fixtures and fittings have been 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.

Appendix B

Ipplepen Post Office Information Summary

Spar, Totnes Road, Ipplepen, Newton Abbot, TQ12 5TN

New opening hours

| | |
|-----------|---------------|
| Mon - Sun | 07:00 - 18:00 |
|-----------|---------------|

During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

A range of Post Office products and services are available.

Serving positions

There is one Post Office serving point at the retail counter.

Access

A marked walkway in high visibility paint across the petrol station forecourt is due to be completed before the end of November 2022, indicating a pedestrian route which provides clear and visible access to the Post Office and the shop.

Access is via ramp with an automatic door at the entrance to the new premises.

A hearing loop and a space for a wheelchair is available.

Getting there

The new branch is located approximately 0.7 miles away from the previous branch, along varied terrain Limited forecourt parking is available at the new premises and roadside parking is available along Marldon Road. Public transport available to and from the surrounding areas.

Retail

Convenience store.

Ipplepen Post Office services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.

| | 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 | ✓ |
| British Forces Mail (BFPO) | ✓ |
| International letters & postcards (inc. Tracked & Signed) | ✓ |
| 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 | ✓ |
| All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual). | ✓ |
| Postal orders | ✓ |
| Moneygram | ✓ |
| Change giving | ✓ |
| Bill payments (card, barcoded or manual) | ✓ |
| Key recharging | ✓ |
| Driving | |
| Vehicle tax | ✓ |
| Licences | |
| Rod fishing licences | ✓ |
| Travel | |
| Pre-order travel money | ✓ |
| On demand travel money | Euros/Dollars |
| On demand travel insurance | ✓ |
| Mobile Top-ups & E vouchers | |
| Mobile Top-ups & E vouchers | ✓ |
| National Lottery Terminal | Shop's Own |
| Payment by cheque | |
| Payment by cheque | ✓ |
| Other Products are available at Newton Abbot Post Office, 83-85 Queen Street, Newton Abbot, TQ12 2BG | Opening times: Mon – Sun 07:00 – 20:00: |

Principles of Community Engagement on changes to the Post Office network (extract)
A full version of this document is available on our Consultation Hub – postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

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Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ³ and ⁴ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.