



Dear Customer

**Long Rock Post Office®
4A Godolphin Road, Long Rock, Penzance, TR20 8JL**

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 Long Rock Stores, Long Rock, Penzance, TR20 8JF, where it will operate as one of our new local style Post Office branches.

We received 5 individual responses from customers during the local public consultation period. In the main, feedback commented on the availability of parking at the proposed premises. Other feedback commented on space and privacy inside the new store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

With regards to parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is roadside parking in the surrounding area, which is comparable to the current branch. For customers accessing the new branch on foot, there is a pedestrian crossing in close vicinity of the new branch and for those using public transport there is a bus stop immediately outside the new premises. I am therefore satisfied that access and parking at the new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be 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 and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

We recognise that some customers may have slight concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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 change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and significantly longer opening times throughout the week, giving customers more flexibility to use our services throughout shop opening times. 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 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 remain satisfied 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 Monday 22 May 2017, with the new branch opening, at Long Rock Stores, Long Rock, at 13:00 on Tuesday 23 May 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:

- Penzance Post Office, WHSmith, 96 Market Jew Street, Penzance, TR18 2LE

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: 363555

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.

Long Rock Post Office information sheet

Address	Long Rock Stores Long Rock Penzance TR20 8JF														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 20:00</td></tr><tr><td>Tuesday</td><td>07:00 – 20:00</td></tr><tr><td>Wednesday</td><td>07:00 – 20:00</td></tr><tr><td>Thursday</td><td>07:00 – 20:00</td></tr><tr><td>Friday</td><td>07:00 – 20:00</td></tr><tr><td>Saturday</td><td>08:00 – 19:00</td></tr><tr><td>Sunday</td><td>08:00 – 19:00</td></tr></table>	Monday	07:00 – 20:00	Tuesday	07:00 – 20:00	Wednesday	07:00 – 20:00	Thursday	07:00 – 20:00	Friday	07:00 – 20:00	Saturday	08:00 – 19:00	Sunday	08:00 – 19:00
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Saturday	08:00 – 19:00														
Sunday	08:00 – 19:00														
Distance	75 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	Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair. Parking There is roadside parking in the surrounding area.														
Retail	Convenience store														
Date of Relocation	13:00 on Tuesday 23 May 2017														

Long Rock 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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Bill payments (card, barcoded or manual)	✓
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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Other products are available at **Penzance** Post Office, WHSmith, 96 Market Jew Street, Penzance, TR18 2LE

Opening times:
 Mon – Sat 09:00 – 17:30
 Sun 10:00 – 16:00