



Dear Customer

**Looe Post Office®**  
**Fore Street, Looe, PL13 1DQ**

**Local Public Consultation Decision**

I'm writing to confirm our final plans and let you know of the outcome of our local public consultation for the above branch, which I'm pleased to confirm opened on Thursday 03 August 2017 at Quayside Fresh, Buller Quay, The Quay, Looe, PL13 1DX, where it is now operating as one of our local style Post Office branches.

We received 6 individual responses from customers during the local public consultation period. The main feedback welcomed the move to the new location, in particular the location and longer opening hours that are available. Other feedback commented on the availability of space and privacy at the new branch. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

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 and via a wide door at the entrance. Internally the new branch is in line with Post Office specifications, with sufficient space for the Post Office service to operate alongside the retail offer. We have worked 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.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We have worked with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discussed 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 are 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 two Post Office serving points 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 products and services at Liskeard Post Office which can be reached by a regular bus service.

The change also means that local residents will benefit from significantly longer opening hours throughout the week, allowing customers to 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 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.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 160539

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](http://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](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

We've published our final plan on-line, 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.**

<b>Looe Post Office information sheet</b>															
<b>Address</b>	Quayside Fresh Buller Quay The Quay Looe PL13 1DX														
<b>Opening hours</b>	<table> <tr><td>Monday</td><td>08:00 – 17:15</td></tr> <tr><td>Tuesday</td><td>08:00 – 17:15</td></tr> <tr><td>Wednesday</td><td>08:00 – 17:15</td></tr> <tr><td>Thursday</td><td>08:00 – 17:15</td></tr> <tr><td>Friday</td><td>08:00 – 17:15</td></tr> <tr><td>Saturday</td><td>08:00 – 17:15</td></tr> <tr><td>Sunday</td><td>10:00 – 15:00</td></tr> </table>	Monday	08:00 – 17:15	Tuesday	08:00 – 17:15	Wednesday	08:00 – 17:15	Thursday	08:00 – 17:15	Friday	08:00 – 17:15	Saturday	08:00 – 17:15	Sunday	10:00 – 15:00
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<b>Distance</b>	25 metres away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is a fee paying public car park within 20 metres of the new premises.</p>														
<b>Retail</b>	Farm shop														
<b>Date of Relocation</b>	Thursday 03 August 2017														

Looe Post Office® services available	
Your Postmaster or our Customer Helpline on 03452 66 01 15 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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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 & Ainsure)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
<p>Products marked x are available at <b>Liskeard</b> Post Office, The Parade, Liskeard, PL14 6AA</p> <p>Other Products are available at <b>Barbican</b> Post Office, Barbican Road, Looe, PL13 1EZ</p>	
<p>Opening times for Liskeard Post Office:  Mon, Wed, Thu &amp; Fri 09:00 – 17:30  Tue 09:30 – 17:30  Sat 09:00 – 12:30</p> <p>Opening times for Barbican Post Office  Mon – Sat 07:30 – 21:00  Sun 07:30 – 20:00</p>	