



Dear Customer,

Local public consultation – Decision

**Lowes Bridge Post Office
125 Newton Road, Lowes Bridge, Torquay, TQ2 7AJ**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into: Kaleidoscope, 5 Fore Street, Kingskerswell, TQ12 5HT, where it will be known as Kingskerswell Post Office.

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 summary providing further details about the new branch.

We received a number of responses from customers and local representatives welcoming the proposal. 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. An information sheet is at the end of this letter providing further details about the new branch.

The previous branch closed on Friday 30 September 2022, with the new branch opening, at Kaleidoscope, 5 Fore Street, Kingskerswell, TQ12 5HT, on Wednesday 05 October 2022.

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.

Your 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 20 September 2022

Consultation ended 01 November 2022

Consultation responses

- 105 responses from customers and local representatives

Key issues raised

- Parking
- Access
- Products and Services

Response to issues raised

Parking

Parking and peak time traffic congestion 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 time restricted roadside parking is available nearby.

Access

Access at the new location has a wide door and steps at the entrance with a grabrail, however a bell will be installed at the entrance to the new premises and a portable ramp will be available on request.

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

Products and Services

This is a Partner operated service offered by Ashburton Post Office. Whilst you will still be able to access everyday services, a slightly reduced range of products and services will be available at the branch. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours. Customers can also access a wider range of Post Office products and services at Barton Post Office which is located approximately 2.3 miles away.

Appendix B

Kingskerswell Post Office Information Summary

Kaleidoscope
5 Fore Street
Kingskerswell
TQ12 5HT

New opening hours

Mon - Fri	09:00 - 13:00 14:00 - 17:00
Sat	09:00 - 12:00
Sun	Closed

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 will still be available, including our everyday banking services, bill payment and mails (some weight restrictions may apply).

There will be one screened serving position.

Access

The new premises will have a wide door and steps at the entrance with a grabrail, however a bell will be installed at the entrance to the new premises and a portable ramp will be available on request.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new premises will be located approximately 1.9 miles away from the previous branch, along varied terrain.

Time restricted roadside parking is available nearby.

There is a frequent bus service available between Lowes Bridge branch and the new Kingskerswell Post Office branch.

Retail

Confectionery and Gifts.

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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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.