



Dear Customer

Local public consultation - Have your say

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

We are moving the above Post Office branch to a new location: Kaleidoscope, 5 Fore Street, Kingskerswell, TQ12 5HT, where it will be known as Kingskerswell Post Office and operate as a Partner service model.

Why are we moving?

Due to the current postmaster's wish to leave the business, we have been looking for a sustainable solution for customers served at Lowes Bridge branch. As part of the move of Lowes Bridge Post Office, we have taken the opportunity to review Post Office services in the local area and we have had to identify an alternative location to continue to offer Post Office services locally. This branch relocation and appointment of a new postmaster will also enable us to restore Post Office services to the Kingskerswell community.

Lowes Bridge Post Office is currently operating reduced opening hours and some customers have found it more convenient to use Shiphay Collaton Post Office due to its close proximity. We believe many customers will continue to use this branch after Lowes Bridge branch relocates to the Kingskerswell area.

We'd like your help

Whilst the decision has already been made to move Lowes Bridge Post Office, we would still like your views on access into and within the new location. Therefore, we're now commencing a local public consultation and would like to hear your views regarding access at the new location.

What exactly are we consulting on?

We'd welcome your comments, particularly around the following questions:

- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

Please note the change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	Tuesday 20 September 2022
Local Public Consultation ends	Tuesday 01 November 2022

You can share your views on the change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **172552**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now?
Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



Lowes Bridge Post Office is scheduled to close on Friday 30 September 2022 at 14:00 and the new Post Office service at Kingskerswell is scheduled to open at the new premises on Monday 03 October 2022 at 13:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of three alternative Post Office branches are provided below for your convenience:

- Shiphay Collaton Post Office, 74 Cadewell Lane, Torquay, TQ2 7HP
- Barton Post Office, 162 Barton Hill Road, Torquay, TQ2 8HN
- Sherwell Valley Road Post Office, 51 Sherwell Valley Road, Torquay, TQ2 6EL

Good to know

- Customers will access Post Office services in a modern, open-plan retail environment.
- Working with the postmaster and retail operator, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with one screened serving position.
- The branch will offer a range of the most frequently used Post Office products and services, including our everyday banking services, bill payment and mails, over longer opening hours, so customers can access their Post Office when it's convenient.
- All staff employed to work in the new branch will be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the change and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Lowes Bridge Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our changes.

Your faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

Lowes Bridge / Kingskerswell Post Office Information Summary

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

Current Location		New Location	
125 Newton Road Lowes Bridge TQ2 7AJ		Kaleidoscope 5 Fore Street Kingskerswell TQ12 5HT	
Current opening hours		New opening hours	
Mon- Fri	09:00 – 14:00	Mon - Fri	09:00 - 13:00 14:00 - 17:00
Sat	09:00 – 12:30	Sat	09:00 - 12:00
Sun	Closed	Sun	Closed

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 current 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.

Details of Shiphay Collaton Post Office

Shiphay Collaton Post Office

74 Cadewell Lane
Torquay
TQ2 7HP

Opening times

Monday – Sunday	07:30 – 17:30
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Services

The same range of services will continue to be available as Lowes Bridge branch, with the addition of Euros Travel Money, however excluding Vehicle Tax.

Access

This branch has a wide door and level access at the entrance.

Parking

Time restricted roadside parking is available nearby.

Getting there

This Post Office service is located approximately 0.6 miles away from Lowes Bridge branch, along varied terrain. There is a regular bus service available between Shiphay Collaton branch and Lowes Bridge branch.

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.

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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FREEPOST Your Comments Call:

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.