



Dear Customer

**New Bank Road Post Office®  
23 New Bank Road, Blackburn, BB2 6JW**

**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 Granville Road Pharmacy, 37 Granville Road, Blackburn, BB2 6HD, where it will operate as one of our new local style Post Office branches.

We received 04 individual responses from customers during the local public consultation period. The main feedback commented about the availability of space and privacy in the proposed store to accommodate a Post Office. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding 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 the availability of parking spaces is outside the direct control of Post Office Limited. However I can conduct a further review and can confirm that there is roadside parking and parking in close proximity of the new premises, as well as in the surrounding area. I am therefore satisfied that parking at the proposed 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, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level via a permanent ramp or steps and a wide door at the entrance.

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.

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 will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

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 will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we 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 would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Subject to survey, any required consents and planning permission, the Post Office external cash machine will be transferring to the new branch. Customers can also access cash at the Post Office counter over the extended opening times of the new branch. If required, customers can also access 24 hour cash machine at Blackburn Post Office 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.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and longer opening times 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.

The current branch will close at 17:30 on Sunday 16 September 2018, with the new branch opening, at Granville Road Pharmacy, 37 Granville Road, Blackburn, BB2 6HD, at 13:00 on Monday 17 September 2018. 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 two alternative Post Office branches are provided below for your convenience:

- Blackburn Post Office, 29-33 Ainsworth Street, Blackburn, BB1 6AT
- Whalley Banks Post Office, 50 Whalley Banks, Blackburn, BB2 1NU

This information is also available on the Post Office Consultation Hub at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk).

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)
-  FREEPOST Your Comments

<b>New Bank Road Post Office information sheet</b>															
<b>Address</b>	Granville Road Pharmacy 37 Granville Road Blackburn BB2 6HD														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 19:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 19:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 19:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 19:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 19:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 13:00</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </tbody> </table>	Monday	09:00 – 19:00	Tuesday	09:00 – 19:00	Wednesday	09:00 – 19:00	Thursday	09:00 – 19:00	Friday	09:00 – 19:00	Saturday	09:00 – 13:00	Sunday	Closed
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<b>Distance</b>	120 metres away from the previous branch, along varied 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 would have a wide door and level access via a ramp or steps with handrails. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available nearby.</p>														
<b>Retail</b>	Chemist														
<b>Date of Relocation</b>	Monday 20 August 2018 at 13:00														

**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.**

**New Bank Road Post Office® services available**

**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 [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<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	<b>Express 24 &amp; 48</b>
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
<b>Car tax only</b>	
Products marked x are available at <b>Blackburn</b> Post Office, 29-33 Ainsworth Street, Blackburn, BB1 6AT	Opening times: Mon & Sat      09:00 – 17:30 Tue – Fri        08:30 – 17:30 Sun                Closed