



Dear Customer

**Ottery St Mary Post Office®
2 Mill Street, Ottery St Mary, EX11 1AD**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to McColl's Retail Group, 2-4 Yonder Street, Ottery St Mary, EX11 1HD, where it will operate as one of our new main style Post Office branches.

We received 26 individual responses from customers and a local representatives during the local public consultation period. Feedback commented on the distance to the new location, car parking, the availability of space inside the proposed shop, privacy, queuing and the level of service that would be provided following the change. We also had comments welcoming the longer opening times and improved access at the new branch. All the feedback helped me to understand customers' views and concerns and was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 200 metres from the current site. I acknowledge for some customers this may mean a slightly longer and inconvenient journey, for which I apologise. As we know from feedback received, there are some customers for whom the new location is slightly closer than at present.

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 have conducted a further review of parking and I can confirm there is roadside parking approximately within 50 metres. 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 via a ramp and a wide automatic door at the entrance.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened serving positions, with low level facilities and separate queuing area for Post Office customers. We will be working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty. Customers will be able to transact the same wide range of products and services as currently, with a wider selection of On Demand Travel Money, whilst benefitting from longer opening times on Saturdays.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Additionally, there will be a Post Office serving point located at the shop counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, providing customers with the flexibility of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. Full details of the new branch are provided at the end of this letters. Customers can also access the full range of Post Office products and services at Honiton Post Office which can be reached by a regular bus service.

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 am confident that this move will allow customers good access to Post Office services 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 12:30 on Saturday 17 March 2018, with the new retail counter opening at McColl's Retail Group, 2-4 Yonder Street at 12:30 on Saturday 17 March 2018, however the new branch will continue to open on Monday 19 March 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 an alternative Post Office branch are provided below for your convenience:

- Sidmouth Post Office, 132 High Street, Sidmouth, EX10 8EE

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: 312519.

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

- 🌐 postofficeviews.co.uk
 - ✉ 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.**

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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Ottery St Mary Post Office information sheet															
Address	McColl's Retail Group 2-4 Yonder Street Ottery St Mary EX11 1HD														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sun</td><td>07:00 - 22:00</td></tr> </table>	Mon - Sun	07:00 - 22:00												
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Distance	200 metres away from the current branch, along varied terrain.														
Products & Services	The same wide range of products and services will still be available with a wider selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Access at the store is via a ramp and a wide automatic door at the entrance. Internally, there will be a hearing loop, a low level serving counter, a low level writing desk and space for a wheelchair.</p> <p>Parking Roadside parking available within 50 metres of the proposed premises.</p>														
Retail	Convenience store														
Date of relocation	13:00 on Monday 19 March 2018														