



Dear Customer

**Padstow Post Office®  
8-10 Duke Street, Padstow, PL28 8AA**

**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 Spar Stores, 2 Middle Street, Padstow, PL28 8AP, where it will operate as one of our new local style Post Office branches.

We received 22 individual responses from customers and local representatives during the consultation period. The majority of feedback welcomed the move to Spar as this would maintain Post Office services locally and provide easier access to and into the proposed shop. Other feedback commented about the size of the proposed premises, security and parking in the surrounding area. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

In terms of parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide, including the current branch. As I am sure you will understand, the availability of parking is an issue outside the direct control of Post Office Limited, however I have reviewed this further. This has confirmed that parking is similar to the existing branch with pay and display parking available at Padstow Harbour Car Park and two marked disabled parking bays at nearby Broad Street.

We know 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. I am pleased to confirm that before the new Post Office opens, the new operator will provide a grab rail at the entrance door along with a bell and signage to enable customers with mobility issues to summons assistance.

Inside the Spar store, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there will be 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 will still be able to collect undelivered items of mail and withdraw cash across the counter at the new branch.

The local format is designed around following simple processes for handling transactions that are to be as straightforward and as quick as possible, which helps to minimise queues and provide an efficient and speedy service.

However most of the services that are currently offered at the existing branch will continue to be available after the move, including business and change giving. For customers carrying out personal and business banking, there will be a limit on cash deposits but staff at the new branch will be happy to speak to customers about their individual requirements and transaction limits. The full range of Post office services, including high value transactions and Passport Check and Send service, will be available at Wadebridge Post Office.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and Sunday opening. These new hours will allow 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, I am confident that the new branch is suitably located and 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 Wednesday 14 June 2017, with the new branch opening, at Spar Stores, 2 Middle Street, at 13:00 on Thursday 15 June 2017. 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:

- Wadebridge Post Office, The Platt, Wadebridge, PL27 7AG

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: 235555.

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 sincerely



**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: 03457 22 33 44  
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 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Padstow Post Office information sheet</b>															
<b>Address</b>	Spar Stores 2 Middle Street Padstow PL28 8AP														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>07:00 – 19:30</td></tr> <tr> <td>Tuesday</td><td>07:00 – 19:30</td></tr> <tr> <td>Wednesday</td><td>07:00 – 19:30</td></tr> <tr> <td>Thursday</td><td>07:00 – 19:30</td></tr> <tr> <td>Friday</td><td>07:00 – 19:30</td></tr> <tr> <td>Saturday</td><td>07:00 – 19:30</td></tr> <tr> <td>Sunday</td><td>08:00 – 18:00</td></tr> </table>	Monday	07:00 – 19:30	Tuesday	07:00 – 19:30	Wednesday	07:00 – 19:30	Thursday	07:00 – 19:30	Friday	07:00 – 19:30	Saturday	07:00 – 19:30	Sunday	08:00 – 18:00
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Sunday	08:00 – 18:00														
<b>Distance</b>	60 metres away from the current branch, along hilly 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> There is a sloping step and a wide door at the entrance. A bell, signage and grab rails would be installed to assist customers. Internally, there will be a hearing loop.</p> <p><b>Parking</b> There is pay and display parking available at Padstow Harbour Car Park within 300 metres of the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Thursday 15 June 2017														

**Padstow Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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)**

	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	✓
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
✓	
Products marked ✗ are available at <b>Wadebridge</b> Post Office, The Platt, Wadebridge, PL27 7AG	
Opening times: Mon – Sat 09:00 – 17:30	