



Dear Customer

**Penrith Post Office®
Crown Square, Penrith, CA11 7AA**

Local public consultation decision

I'm writing to confirm that, following a period of local public consultation and review, we have made the decision to proceed with the proposal to move the above Post Office into WHSmith, at Unit 4 Angel Square, Penrith, CA11 7BT, where it will be operated by WHSmith High Street Ltd. I am really pleased to advise that in addition to Sundays and Saturday afternoons, opening hours have been extended further to those detailed in our proposal letter to include earlier opening Monday through to Saturday.

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 which were fully taken into account, along with all other relevant factors, in making our decision. A summary of the key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Penrith.

The current branch will close at 17:30 on Wednesday 28 August 2019, with the new branch opening at 08:30 on Thursday 29 August 2019.

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: **002410**

Posters will now be displayed in branch to let customers know about this decision.

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

**Roger Gale
Network & Sales Director
Post Office Limited**

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Appendix A – Response to Local Public Consultation

Consultation started 30 January 2019
Consultation ended 13 March 2019

Consultation responses

- 63 responses from customers and local representatives
- 71 Campaign letters submitted
- Petition submitted by Rory Stewart MP with 3684 signatures

Customer forum event

Held on 6 March 2019 attended by approximately 20 members of the public.

Key issues raised

- **Access to the new location and parking**
- **Space and access within WHSmiths**
- **Customer service and staffing**
- **Relocation of the war memorial**
- **Impact on the local community and the future of the current building**

Response to issues raised

Access to the new location and parking

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking or transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 128 metres away from the current branch, along mostly level terrain. We recognise that as WHSmith is located within the main pedestrian shopping area, there is no parking directly outside the main entrance. However, there are several car parks in the vicinity of the new premises including pay & display parking at Princes Street Car Park, with 21 spaces and 4 designated disabled bays approximately 92 metres away. Blue Badge holders can park for free for up to 2 hours when displaying a clock disk. There are also 3 disabled parking bays on Castlegate approximately 75 metres away.

For those using public transport to access the new branch the nearest bus stop is approximately 160 metres from the new location.

Access within WHSmith

The new branch will operate from a newly built dedicated open plan Post Office area located along the right hand side to the rear of the new premises. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into the store is level and automatic doors will be installed at the entrance. There will be directional signage from the entrance through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance areas and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

We recognise that some customers, particularly wheelchair users and those with limited mobility, would like additional reassurance about how easy it will be for them to move around the WHSmith store and get to the new Post Office area. Therefore, before the move, we'll also be contacting local disability groups to take them through the layout of the new branch.

Customer service and staffing

There will be three counter serving positions which has been based on current and forecast future business levels; two open plan positions and one traditional floor to ceiling screened positions which will also provide travel money services.

Following the move, the Post Office will be open on Sundays, Saturday afternoons and earlier opening Monday through to Saturday, providing customers with more flexibility around their visits. The new Post Office will be run by dedicated Post Office staff and staffing levels will be carefully aligned to customer demand. We will continue to monitor service demand in the Penrith area, along with customer usage at the new branch following the move and will work with WHSmith to make sure service standards are maintained.

In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available. Any person employed to work in the new Penrith Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with WHSmith and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

Relocation of the war memorial

We are working with Royal Mail to identify the most appropriate place to relocate the memorial so that members of the public can continue to pay their respects to those of our colleagues who sacrificed their lives. Please be assured that we fully recognise the importance and significance of war memorials and, once agreed, the relocation will be handled with due care and sensitivity which will include a re-dedication ceremony.

Impact on the local community and the future of the current building

The Penrith callers' office, is a service provided by Royal Mail and not ourselves. Post Office Ltd and Royal Mail are separate businesses and we are not aware that Royal Mail plan to make any changes to this local service, so would expect it to be unaffected by our relocation. We currently lease the Post Office area from Royal Mail and will now surrender our lease back to Royal Mail. Any future use of the vacated Post office area would be a matter for Royal Mail.

The Post Office and WHSmith benefit from each other's service range and customer footfall. We are both an integral part of services provided on the high street across the UK and both absolutely committed to providing excellent customer service. We believe the best approach to retaining this branch, so it can continue to serve its community effectively and sustainably, is to transfer to a third party retailer. WHSmith already successfully operate over 150 Post Office branches to very high standards. We are confident that Penrith Post Office will meet those same high standards

Appendix B

Penrith Post Office information sheet															
Address	WHSmith Unit 4 Angel Square Penrith CA11 7BT														
Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 – 17:30</td></tr> <tr><td>Tue</td><td>08:30 – 17:30</td></tr> <tr><td>Wed</td><td>08:30 – 17:30</td></tr> <tr><td>Thu</td><td>08:30 – 17:30</td></tr> <tr><td>Fri</td><td>08:30 – 17:30</td></tr> <tr><td>Sat</td><td>08:30 – 17:30</td></tr> <tr><td>Sun</td><td>10:00 – 14:00</td></tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 17:30	Sun	10:00 – 14:00
Mon	08:30 – 17:30														
Tue	08:30 – 17:30														
Wed	08:30 – 17:30														
Thu	08:30 – 17:30														
Fri	08:30 – 17:30														
Sat	08:30 – 17:30														
Sun	10:00 – 14:00														
Products & Services	A wide range of services will still be available at the branch, with the exception of the Application Enrolment Identification service.														
Serving positions	There will be three serving positions in total; one screened and two open plan. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	<p>Access into the store is level and automatic doors will be installed at the entrance. Low level serving counters, a low level writing desk and hearing loops will be available.</p> <p style="text-align: center;">Parking</p> <p>Pay & display parking is available at Princes Street Car Park, with 21 spaces and 4 designated disabled bays approximately 92 metres away.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is approximately 160 metres.</p>														
Route	Approximately 128 metres away from the current branch, along mostly level terrain.														
Retail	Cards and stationery.														
Date of move	Thursday 29 August 2019														

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.