



Dear Sir/Madam

Perranporth Post Office®
46 St Pirans Road, Perranporth, TR6 0LG

Local Public Consultation Decision

I'm writing to confirm that after careful consideration we have decided not to proceed with the proposed move of Perranporth Post Office to Perranporth Services Ltd, Budnic Hill, Perranporth, TR6 0BX.

The local public consultation on the proposal to move Perranporth Post Office from its current location ended on 12 July 2017. During the consultation period, we received 71 individual responses from customers and local representatives. Sarah Newton MP also expressed concerns about the proposed new location and a Post Office Limited representative has engaged with her on this matter.

As part of the consultation process, Post Office Ltd also met with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice, to review all the consultation responses and to ensure all relevant feedback is taken into account. Citizens Advice expressed significant concerns about the proposal particularly due to the distance to the new site and the impact the move would have on older customers or those with mobility issues. As part of this analysis, Post Office Ltd walked the ground to get a better understanding of these concerns and to ensure that these were fully taken into account before making a decision.

In the main, feedback focused on the location of the proposed new premises which was said to be situated too far away, on the outskirts of the village, with an infrequent bus service and on the impact this would have on elderly and less able customers. Some feedback also commented that the pedestrian route involves crossing a main road, that pavements are narrow in some parts and that there is not a bus stop in close proximity to Perranporth Services Ltd.

In making our decision, we have taken into account all relevant factors including the responses we received as part of the consultation process and the concerns raised by Citizens Advice and the local MP.

The branch will therefore continue to operate from its existing location for the time being. In line with our Code of Practice, any proposed new location would be subject to a further 6-week period of local public consultation.

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: 17155599.

This communication is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with Citizens Advice. If you'd like a copy of the Code, it's available in branch, by contacting us or on our website at: www.postofficeviews.co.uk.

Thank you for considering our proposal.

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**

We've published our final plan on-line, 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.