



Dear Customer,

Local public consultation – Decision

**Pilley Post Office
Pilley Street, Pilley, Lymington, SO41 5QP**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Pilley Community Shop, at Pilley Street, Pilley, Lymington, SO41 5QG.

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 and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback 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 layout and location of 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 the local community.

The current branch will close at 17.00 on 28 July 2022, with the new branch opening, at Pilley Street, at 13.00 on 08 August 2022. If there are any unforeseen circumstances 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:

- Lymington Post Office, 1-3 Rashley Mews, Lymington, SO41 9AR
- Pennington Post Office, The Square, Lymington, SO41 8GN

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully,

Jason Collins

**Jason Collins
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

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

Appendix A

Response to Local Public Consultation

Consultation started 25 March 2022

Consultation ended 06 May 2022

Consultation responses

- 32 responses from customers and local representatives

We received 32 responses to the Communication, which was predominantly positive regarding the relocation of the post office and keeping and maintaining Post Office services for this community, allowing for improved parking, better access into the store and internally around the new store and Post Office.

It has been agreed to allow this location to move to the new site and retain its existing agreement terms in order to ensure the community remain with a viable post office, and the days of service will be Monday to Thursday 09:00 to 17:15 and Friday 09:00 to 13:00 affording the community 37hrs per week for post office services. It should also be noted that the current postmaster operates under a Temporary contract term and this move will change that to one of a permanent Postmaster affording some greater assurance on maintaining service to the community.

Key issues raised

- Location
- Accessibility
- Parking

Response to issues raised

Location

This branch is required to move locations in order to maintain service to the community. The new location is intended to operate at the same times on the same days to what is currently provided

Access and Internal Space

The new site is expected to be a bright modern convenience store and post office. Access will be level and accessibility criteria compliant, with improved parking, giving customers more flexibility on visiting the premises.

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.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has been confirmed that the Car park located at the new premises will be sufficient for the customer traffic this branch generates.

Appendix B

Pilley Post Office Information Summary

Pilley Community Shop
Pilley Street
Pilley
Lymington
SO41 5QG

Opening hours

Mon - Thu	09:00 - 17:15
Fri	09:00 - 13:00
Sat & Sun	Closed

During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

The same wide range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 450 metres away from the current branch, along mostly level terrain. There is a car park available outside of the new premises.

Retail

Convenience store

Principles of Community Engagement on changes to the Post Office network (extract)
A full version of this document is available on our Consultation Hub – postofficeviews.co.uk

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

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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

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Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ 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 ³ and ⁴ 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.