



Dear Sir/Madam

**Seaton Post Office®  
22 Queen Street, Seaton, EX12 2RB**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to WHSmith Local, 19 Harbour Road, Seaton, EX12 2LX, where it will operate as one of our new main style Post Office branches.

We received 46 individual responses from customers and local representatives during the local public consultation period. We also received a petition containing 42 signatures in support of our proposal. In the main, feedback supported the move with customers welcoming the longer opening hours and modern premises the new branch will provide. Other customers expressed concerns around the availability of parking at the new branch.

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 Ltd, however I have conducted a further review of car parking at the new location. I can confirm that there is time restricted Pay & Display roadside parking available on Esplanade within 100 metres of the new branch, as well as a number of car parks in the surrounding area. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

Clearly, the Post Office plays an important part in the lives of customers, particularly to older customers and disabled customers, and we want to make our services as accessible as we possibly can. There are two entrances to the new premises and I am pleased to confirm that the new operator plans to install a permanent ramp at one of the entrances. To further assist our customers, the new operator also plans to carry out work to provide level access at the second entrance to the store.

Internally, the shop will be refurbished to accommodate a modern new main style Post Office branch which will be built to our high specification. There will be two screened serving positions, with low level facilities and a separate queuing area for Post Office customers. We have been working closely with the operator to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the shop and that access into and inside is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including a wheelchair user, have sufficient space to move around whilst conducting their business.

Additionally, there will be a Post Office serving point located at the retail counter, where customers can carry out a wide range of Post Office products and services alongside retail transactions. This service point will be open for seven days a week, in line with store opening times, and will offer significantly longer hours than the main Post Office counter. This will allow customers to spread their visits throughout the week and use our services at times that suit them better, which also helps to reduce queuing times. Customers can also access the full range of Post Office products and services at Axminster which can be reached by a direct bus service. Full details of the new branch are provided at the end of this letter.

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 location, 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 the branch.

The current branch will close at 17:30 on Monday 20 November 2017, with the new branch opening at WHSmith Local, 19 Harbour Road at 13:00 on Tuesday 21 November 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:

- Axminster Post Office, West Street, Axminster, EX13 5NU

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: 26851999

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. 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](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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:**

<b>Seaton Post Office information sheet</b>															
<b>Address</b>	WHSmith Local 19 Harbour Road Seaton EX12 2LX														
<b>Post Office Opening hours</b>	<table> <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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<b>New Opening times of Post Office service at retail counter</b>	<table> <tr><td>Mon - Sat</td><td>06:30 - 18:00</td></tr> <tr><td>Sun</td><td>07:00 - 16:00</td></tr> </table>	Mon - Sat	06:30 - 18:00	Sun	07:00 - 16:00										
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Sun	07:00 - 16:00														
<b>Distance</b>	350 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services would still be available.														
<b>Serving positions</b>	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There are two entrances to the new branch. The new operator plans to install a permanent ramp at the one entrance and provide level access at the other. Internally, there would be a hearing loop and space for a wheelchair.</p> <p><b>Parking/Buses</b> Time-restricted Pay &amp; Display parking is available on Esplanade within 100 metres.</p>														
<b>Retail</b>	Confectionery, Tobacco & News Retailer														
<b>Date of relocation</b>	13:00 on Tuesday 21 November 2017														