



Dear Customer

**South Lynn Post Office®
32 London Road, Kings Lynn, PE30 5QB**

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to C & L Newsagents, 58 London Road, Kings Lynn, PE30 5QH, where it will operate as one of our new local style Post Office branches.

We received 43 individual responses and a petition from customers and local representatives during the local public consultation period. The main feedback centred on the extra distance some customers would have to travel to access Post Office services. Other feedback related to parking, access and space at the proposed branch as well as the range of services that would be available following the change. We also received feedback welcoming easier parking and longer opening hours that would be available at the new branch.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council to review all the consultation responses and to ensure all relevant feedback is taken into account in finalising our plans.

The level of response shows just how important a role the Post Office plays in the lives of our customers and it may be helpful to explain why we are making this change. South Lynn Post Office is currently operated on our behalf by a temporary agent at the current location. Although this arrangement has enabled us to maintain continued access to Post Office services, our aim has been to provide a permanent, long term sustainable solution for the Post Office service and the vacancy was advertised with interested parties invited to apply. The recruitment processes we follow are established and robust and the new operator was appointed following the successful completion of our application process. A number of factors are taken into account when considering a new appointment including the location, access, the size of the premises and suitability of the operator.

I acknowledge that the new premises are approximately 320 metres from the current site along level terrain and appreciate this may inconvenience some people. In situations such as this there will always be some customers who are more inconvenienced than others, for which I apologise. Equally, there may be some customers for whom the new location is slightly closer than at present. In terms of access to the new location, there are level pavements from the current branch and a pedestrian crossing nearby.

With regards to parking in the area, it is fair to say that this is a problem faced in many locations nationwide including the existing branch. When looking at service provision in an area, we are mindful of the needs of our customers. As I am sure you will understand, parking is an issue outside of the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is roadside parking for several vehicles outside the new location with time restricted parking also available in Guanock Place nearby. There is also a public car park in Guanock Terrace slightly further down. In addition, the new operator will engage with the local authority about possible provision of a dedicated disabled parking bay outside or near their premises. I am therefore satisfied that parking in the area surrounding the new location will meet the needs of customers using the branch.

We are very aware of the importance a Post Office branch has in local community, particularly to elderly and disabled customers, and our goal is to do everything we can to make Post Office services as accessible as possible before the new branch opens. I am pleased to confirm that the new operator will provide a new entrance door that is inward opening and hinged to the right.

Internally, the new premises will be fully refurbished to provide a modern newsagents shop with a Post Office. 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 in the internal layout to make sure there is unimpeded access into the premises, customers have enough space to move around and access Post Office services without difficulty.

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. Most of the services that are currently offered at the existing branch will continue to be available after the move, including business banking (subject to a maximum transaction limit). 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 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. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small range of services that will no longer be offered, can be accessed at Wisbech Road Post Office, which offers the full range of Post Office products and services.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and Sunday opening. These extended 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, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied that following the move customers will have good access to Post Office services and that 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 Monday 14 May 2018, with the new branch opening, at C & L Newsagents, 58 London Road, at 13:00 on Tuesday 15 May 2018. 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:

- Wisbech Road Post Office, 42 Wisbech Road, Kings Lynn, PE30 5JP

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: 113131

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, or by contacting us at the address provided at the end of this letter.





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: 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.

South Lynn Post Office information sheet															
Address	C & L Newsagents 58 London Road Kings Lynn PE30 5QH														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 23:00</td> </tr> <tr> <td>Sunday</td> <td>06:00 – 14:00</td> </tr> </tbody> </table>	Monday	06:00 – 23:00	Tuesday	06:00 – 23:00	Wednesday	06:00 – 23:00	Thursday	06:00 – 23:00	Friday	06:00 – 23:00	Saturday	06:00 – 23:00	Sunday	06:00 – 14:00
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Distance	320 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the premises. Further parking available in Guanock Place and Guanock Terrace.</p>														
Retail	Confectionery/Tobacco & News retailer														
Date of Relocation	Tuesday 15 May 2018 at 13:00														

South Lynn 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
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	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✗
Products marked ✗ are available at Wisbech Road Post Office, 42 Wisbech Road, Kings Lynn, PE30 5JP	Opening times: Mon – Fri 08:30 – 17:30 Sat 09:00 – 17:30