



Dear Customer,

## **Local public consultation – Decision**

**Swanage Post Office  
23-25 Kings Road, Swanage, BH19 1ER**

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 25 Institute Road, Swanage, BH19 1BT.

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 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 summary 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 previous branch closed on Wednesday 05 October 2022, with the new branch opening, at 25 Institute Road, Swanage, BH19 1BT, on Tuesday 11 October 2022.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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.

Your faithfully

*Jason Collins*

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

[comments@postoffice.co.uk](mailto: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** 19 August 2022

**Consultation ended** 30 September 2022

### Consultation responses

- 56 responses from customers

### Key issues raised

- Distance & Narrow Streets
- Parking
- Cash Machine
- Royal Mail Post Box

### Response to issues raised

#### Distance & Narrow Streets

The new premises are located approximately 300 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers. However, it's important to stress that in this instance we have had to balance these factors against our over-riding need to retain a service in Swanage.

In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. The topography and pavement width between the current and new site are fairly typical of the area.

#### Parking

Parking and peak time traffic congestion 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 confirmed that time restricted parking is available on High Street, approximately 100 metres away and pay and display parking is available on Station Road, approximately 130 metres away. Additionally, Mermond Place pay and display car park is available on Horsecliffe Lane with designated disabled parking, located approximately 350 metres away.

#### Royal Mail Post Box

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

#### Cash Machine

Subject to planning permission and agreement with our service provider, the Post Office cash machine will be transferring to the new location. In the meantime, customers will be able to withdraw cash at the Post Office counter during. Customers can also withdraw cash over the counter during the longer opening hours at Valley Road Post Office branch.

## Appendix B

### Swanage Post Office Information Summary

25 Institute Road  
Swanage  
BH19 1BT

#### New opening hours

Mon - Fri	09:00 – 17:00
Sat	09:00 – 13:00
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](http://www.postoffice.co.uk/branch-finder)

#### Products & Services

The same range of Post Office products and services will be available.

#### Serving positions

There will be three serving positions in total; two screened and a Post Office serving point at the retail counter.

#### Access

The new premises will have a wide door and a ramp at the entrance. However, the postmaster has agreed to install an assistance bell for customers requiring any assistance from staff to enter the premises.

Customer access into the new premises will meet Post Office Ltd's own accessibility standards and all applicable legislation.

Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.

#### Getting there

The new premises will be located approximately 300 metres away from the current branch, along varied terrain.

Time restricted parking is available on High Street, approximately 100 metres away and pay and display parking is available on Station Road, approximately 130 metres away.

Mermond Place pay and display car park is available on Horsecliffe Lane with designated disabled parking, located approximately 350 metres away.

#### Retail

Stationery and Gifts store.

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## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.