



Dear Customer

## **Local public consultation - Have your say**

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

We are moving the above Post Office branch to a new location: 25 Institute Road, Swanage, BH19 1BT, where it will continue to operate as one of our main style branches. The new premises will be undergoing a refurbishment to incorporate Swanage Post Office and a Stationery and Gifts store.

### **Why are we moving?**

The postmaster's lease at the current premises is due to expire and as the premises will no longer be available for Post Office use, we have had to identify an alternative location to continue to offer Post Office services. Subsequently, in order to secure a more sustainable service to our customers in the area, the postmaster has identified an opportunity to move this branch into a more centrally located premises in the town centre.

The current Post Office branch is scheduled to close on Wednesday 05 October 2022 at 17:00 and this Post Office service is scheduled to open at the new premises on Tuesday 11 October 2022 at 09:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed to let customers know.

During the 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:

- Heston Post Office, 208 High Street, Swanage, BH19 2PQ
- Valley Road Post Office, Valley Road, Swanage, BH19 3DX

The postmaster firmly believes that the move will help to secure continued access to Post Office services locally, as well as supporting the viability of their business. Our priority is to safeguard our services in the locality in the longer term and the relocation of Swanage Post Office will enable us to maintain a Post Office service to our customers in the local community.

### **We'd like your help**

Whilst the decision has already been made to move Swanage Post Office, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

Local Public Consultation starts	<b>Friday 19 August 2022</b>
Local Public Consultation ends	<b>Friday 30 September 2022</b>

You can share your views on the change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **164508**

## How to share your views:

### Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



## Good to know

- Customers will access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current premises layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with two screened serving positions.
- We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services.
- All staff employed to work in the new branch will be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the change and to ask their views.
- The current branch has an external Post Office branded cash machine, but we don't yet know whether we'll be able to transfer this facility to the new site.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Swanage Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our changes and supporting Swanage Post Office.

Your faithfully

*Jason Collins*

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

## Swanage Post Office Information Summary

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Current Location	New Location
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23-25 Kings Road  
Swanage  
BH19 1ER

25 Institute Road  
Swanage  
BH19 1BT

### Current opening hours

Mon- Fri	09:00 – 17:00
Sat	09:00 – 13:00
Sun	Closed

### 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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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.

## **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**  
**03452 66 01 15**

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

**FREEPOST Your Comments Call:**

<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.