



Dear Customer

**Terrington St Clement Post Office®**  
**Previously located at: Churchgate Way, Terrington St Clement, Kings Lynn,**  
**PE34 4LZ**

**Local Public Consultation Decision**

I'm writing to confirm our final plans for the above branch which I'm pleased to confirm relocated to Marshland News, 63 - 65 Marshland Street, Terrington St Clement, Kings Lynn, PE34 4NE, on Friday 4 May 2018, where it now operates as one of our new local style Post Office branches.

We received 45 individual responses from customers and local representatives during the local public consultation period. Some customers commented that the new Post Office service would be closer to them and welcomed the longer opening hours. Other feedback expressed concerns about the entrance doors and the availability of space within the new premises. Some comments also focused on parking facilities and traffic congestion in the area surrounding the new location. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It may be helpful to explain that since last November the existing Postmaster has operated this branch on a temporary basis. Whilst this arrangement has enabled us to maintain continued access to Post Office services, to avoid a loss of service it has been vital that we find a permanent long-term sustainable solution for our customers in Terrington St Clement and we are confident that this move will now provide this.

While 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 traffic issues and the availability of parking spaces are matters outside the direct control of Post Office Limited. However I have reviewed this matter and I can confirm there is roadside parking outside the branch and customers can also park at the back of the new premises. Additionally, the new operator is happy to investigate whether the bus route can be changed to ease congestion and will also approach the Local Authority to request a review of a disabled bay, footpaths and a dropped kerbs at the crossing point. I am therefore satisfied that there is adequate access and car parking in the vicinity of the proposed new branch to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access at the new premises is level with double doors at the entrance. The operator will be making adjustments to the entrance and a bell or a buzzer will be installed so customers can ring for assistance should this be required. 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 have worked closely with the new operator on the internal layout and 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.

The new local style Post Office is operating from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better, which also helps to reduce waiting times and alleviate any potential congestion. 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.

Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located 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.

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

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](https://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 sincerely

*Samantha Coe*

**Samantha Coe**  
**Area Network Change Manager**

How to contact us:

-  [postofficeviews.co.uk](https://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

<b>Terrington St Clement Post Office information sheet</b>															
<b>Address</b>	Marshland News 63 – 65 Marshland Street Terrington St Clement Kings Lynn PE34 4NE														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 18:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 17:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 12:00</td> </tr> </tbody> </table>	Monday	06:00 – 18:00	Tuesday	06:00 – 18:00	Wednesday	06:00 – 18:00	Thursday	06:00 – 18:00	Friday	06:00 – 18:00	Saturday	06:00 – 17:00	Sunday	07:00 – 12:00
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<b>Distance</b>	300 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services are still available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises has level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available outside the branch and customers can also park at the back of the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date branch relocated</b>	Friday 04 May 2018														

**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.**

**Terrington St Clement Post Office® services available**

**Your Postmaster or our Customer Helpline on 03452 66 01 15 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payment (Card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✗
<b>Mobile Top-ups &amp; E vouchers</b>	
	✓
<b>Payment by cheque</b>	
	✓
Products marked ✗ are available at <b>Wisbech</b> Post Office, 42 Wisbech Road, Kings Lynn, PE30 5JP	Opening times: Mon – Sat 08:30 – 17:30