



Dear Customer

**Terrington St Clement Post Office®
Churchgate Way, Terrington St Clement, Kings Lynn, PE34 4LZ**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Marshland News, 65 Marshland Street, Terrington St Clement, Kings Lynn, PE34 4NE, where it will operate as one of our new local style Post Office branches.

We received 15 individual responses from customers and local representatives during the local public consultation period. The main feedback commented about the location of the new premises, access, parking facilities, availability of space and privacy in the store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I have considered the concerns raised about parking and pedestrian access in the area surrounding the new location. As I am sure you will understand such matters are outside the direct control of Post Office Limited and are matters for the relevant local authority. I have conducted a further review of parking and I can confirm there are parking bays within 120 metres of the new premises. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office. However, with the aim of assisting customers, the new operator will engaged with the relevant authorities to discuss what improvements can be made to pedestrian and vehicular access, including the provision of a disabled bay.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with double doors which will be kept open in the summer months. I can also confirm a bell will be installed so customers can ring for assistance if the doors are closed.

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 will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed 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.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services, including the collection of undeliverable items of mail, alongside retail transactions.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing 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 and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. 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.

The current branch will close at 12:00 on Saturday 18 November 2017, with the new branch opening, at Marshland News, 65 Marshland Street, at 13:00 on Monday 20 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 two alternative Post Office branches are provided below for your convenience:

- Clenchwarton Post Office, 164 Main Road, Clenchwarton, Kings Lynn, PE34 4DT
- 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: 122131

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: 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.**

We've published our final plan on-line, 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.

Terrington St Clement Post Office information sheet															
Address	Marshland News 65 Marshland Street Terrington St Clement Kings Lynn PE34 4NE														
Opening hours	<table> <tr> <td>Monday</td><td>05:30 – 18:00</td></tr> <tr> <td>Tuesday</td><td>05:30 – 18:00</td></tr> <tr> <td>Wednesday</td><td>05:30 – 18:00</td></tr> <tr> <td>Thursday</td><td>05:30 – 18:00</td></tr> <tr> <td>Friday</td><td>05:30 – 18:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 18:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 12:00</td></tr> </table>	Monday	05:30 – 18:00	Tuesday	05:30 – 18:00	Wednesday	05:30 – 18:00	Thursday	05:30 – 18:00	Friday	05:30 – 18:00	Saturday	06:00 – 18:00	Sunday	07:00 – 12:00
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Saturday	06:00 – 18:00														
Sunday	07:00 – 12:00														
Distance	400 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises has level access and double doors. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available outside the new premises and further parking is available 120 metres away.</p>														
Retail	Confectionery & News Retailer														
Date of Relocation	13:00 on Monday 20 November 2017														

Terrington St Clement 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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Products marked ✕ are available at Wisbech Road Post Office, 42 Wisbech Road, Kings Lynn, Norfolk, PE30 5JP <div> Opening times for Wisbech Road branch: Mon – Sat 08:30 – 17:30 </div> Other Products are available at Clenchwarton Post Office, 164 Main Road, Clenchwarton, Kings Lynn, PE34 4DT <div> Opening times for Clenchwarton branch: Mon – Sat 06:00 – 22:00 Sun 07:00 – 22:00 </div>	