



Dear Customer

Threemilestone Post Office®
Hugus Road, Threemilestone, Truro, TR3 6GD

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed to open the above Post Office into Spar Stores at Spar Threemilestone, Hugus Road, Threemilestone, Truro, TR3 6DD, where it will be operated by a retail partner.

Unfortunately, due to the far-reaching effects of the corona virus pandemic, there has been a delay in confirming our decision. Please accept our apologies for any inconvenience caused.

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 their representatives 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 sheet 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.

Due to unforeseen circumstances, Threemilestone branch closed on Friday 18 June 2021. We would like to apologise for the inconvenience caused by the temporary closure.

The new branch will open, at Spar Stores, Spar Threemilestone, on Hugus Road, at 13:00 on Wednesday 21 July 2021. If there are any unforeseen schedule changes to the opening date, posters will be displayed in the Spar convenience store to let customers know.

During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of three alternative Post Office branches are provided below for your convenience:

- Blackwater Post Office, The Old Mill Village Shop, East Hill, Blackwater, Truro, TR4 8EG
- Shortlanesend Post Office, Shortlanesend Store, Church Road, Shortlanesend, Truro, TR4 9DD
- Truro Post Office, WH Smith, 9 - 9A Pydar Street, Truro, TR1 2AX

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager

postofficeviews.co.uk

comments@postoffice.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 25 March 2020

Consultation ended 6 May 2020

Consultation responses

- 26 responses from customers

Key issues raised

- Route, Location and Premises
- Parking
- Counters, Queues, Space, Staff and Knowledge
- Products – Drop & Go Parcels and Post Box

Response to issues raised

Route, Location and Premises

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the Threemilestone Post Office into a retail environment alongside the introduction of one of our local style branches will help secure the long-term future of Post Office services to the community in Threemilestone.

The new premises are located approximately within 60 metres from the current site along level terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel.

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. I can confirm, access is level with wide automatic doors at the entrance to the new premises. Internally, there will be a hearing loop and space for a wheelchair.

Parking

Generally parking is a problem faced in many locations nationwide and I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However, I have conducted a further review of parking and I can confirm customers may park at the short stay free car park within 20 metres of the new premises, on Pengelly Way and there is a designated marked disabled bay nearby. Customers will benefit from the longer opening hours, and this will allow customers to visit at quieter times which may also help ease any potential traffic congestion issues.

Counters, Queues, Space, Staff Knowledge

The new local style Post Office will operate from two Post Office serving points located at the retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Additionally, cheques will continue to be accepted as a method of payment. The full range of Post Office products and services are available at Truro Post Office.

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.

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. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store.

Staff will be fully trained with staffing levels aligned to meet customer demand particularly at peak times. We will also 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. Also staffing levels are aligned to meet customer demand particularly at peak times.

The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly, with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Products – Post Box and Drop & Go Parcels

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.

Customers will continue to benefit from using the Drop & Go facility, which will be available at the Post Office retail counters.

Appendix B

Threemilestone Post Office information sheet															
Address	Spar Stores Spar Threemilestone Hugus Road Threemilestone Truro TR3 6DD														
Post Office Opening hours	<table border="1"> <tr> <td>Mon</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Tue</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Wed</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Thu</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Fri</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Sat</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Sun</td> <td>07:00 – 21:00</td> </tr> </table>	Mon	07:00 – 21:00	Tue	07:00 – 21:00	Wed	07:00 – 21:00	Thu	07:00 – 21:00	Fri	07:00 – 21:00	Sat	07:00 – 21:00	Sun	07:00 – 21:00
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Fri	07:00 – 21:00														
Sat	07:00 – 21:00														
Sun	07:00 – 21:00														
Distance	Within 60 metres away from the previous branch, along level terrain.														
Products & Services	A wide range of products and services will still be available.														
Serving positions	There will be two Post Office serving points provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p>Access and facilities The new premises will have wide automatic doors with level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Customers may park at the short stay free car park within 20 metres of the new premises, on Pengelly Way and there is a designated marked disabled bay nearby.</p>														
Retail	Convenience store														
Date of opening	13:00 on Wednesday 21 July 2021														

Threemilestone Post Office® services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	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. Tracked & Signed)	✓
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	✓
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	✘
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Payment by cheque	✓
Products marked ✘ are available at Truro Post Office, WH Smith, 9 - 9A Pydar Street, Truro, TR1 2AX	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:00

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² 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.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.