



Dear Customer

Torre Post Office®
298 Union Street, Torquay, TQ2 5QZ

Service Re-opening

As per our proposal in October 2017, we will not be proceeding with the move of the above Post Office to McColls Retail Group, 189 Lymington Road, Torquay, TQ1 4AU.

As you may be aware, this branch has been operated on our behalf by a temporary agent since our contract with our former postmaster came to an end. Whilst this arrangement has enabled us to maintain access to Post Office services to our customers in the area, this does mean that the current service is liable to close at short notice and for some time now we have been actively seeking a more secure solution that would enable us to retain services locally into the longer term.

We are therefore pleased to let you that a new agent has been appointed who will provide Post Office services from the current location and we will be changing the service we provide at Torre Post Office with the introduction of a Post Office local service.

The establishment of a local service presents the best possible solution to allow us to maintain a Post Office in Torre in the longer term. Customers would access Post Office services at two low-screened, open-plan, modern serving points that are part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. Customers will still be able to get most of the Post Office products and services they are used to however for a small number of services they may need to go on-line, telephone our customer helpline or visit an alternative Post Office. Full details of the new service are provided at the end of this letter.

Your new-look Post Office will open at this location on Monday 14 January 2019 at 13:00 - it will need to close for refurbishment on Tuesday 1 January 2019 at 17:30. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. The following branches will be happy to provide customers with Post Office services during this period.

- Castle Circus Post Office®, 6-8 Tor Hill Road, Torquay, TQ2 5RA
- Torquay Post Office®, WHSmith, 7-13 Union Street, Torquay, TQ1 1ES

Posters will now be displayed in branch so customers are aware of the change.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use the branch. Please feel free to share this information with those in your organisation who you feel would have an active interest in this particular matter.

If you have any questions about the new service, please write to me via the Communication and Consultation Team at the address shown below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

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

Thank you for your support and we do hope that you and our customers will continue to use the service.

Yours faithfully

Andy Healey

Andy Healey
Area Network Change Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

New Service Details:

Torre Post Office

298 Union Street
Torquay
TQ2 5QZ

Services

Your new branch will offer most Post Office products and services. Paper-based, manual transactions, payment by cheque, Car Tax, Euros and Dollars.

Opening times

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Access and facilities

This branch has a wide door and a step with grab rails at the entrance. Internally, there is a hearing loop.

There is Pay & Display parking with dedicated marked disabled bays at Brunswick Square Car Park within 100 metres.

Distance

Located at the same Post Office premises on Union Street.

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
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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 Assembly, 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.