



Dear Customer

**Victoria Park Post Office®
10 Maud Road, Dorchester, DT1 2LW**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Central Convenience Stores, 2 Maud Road, Dorchester, DT1 2LN, where it will operate as one of our new main style Post Office branches.

We received 31 individual responses from customers and local representatives during the local public consultation period. The feedback welcomed the improved access, more spacious premises and longer opening times the new branch would provide. We also received feedback about the availability of space inside the proposed shop. This feedback enabled me to improve my understanding of customers' views and concerns and to ensure that all such information was taken into account in finalising our plans for the new branch.

We recognise that the Post Office plays an important role in the lives of customers, particularly to our elderly and disabled customers, and we want to make our services as accessible as possible. There is time roadside restricted parking in the surrounding area and safe drop off point in the lay by direct outside store. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp with a handrail at the entrance providing ease of access into the premises.

Inside Central Convenience Stores, the new main style Post Office branch will be built to our high specification, with two screened counter positions, incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to access the same range of Post Office products and services with the addition of car tax and a selection of on demand travel money, while benefitting from longer opening times on Saturdays.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured 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 will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including adherence to our robust security procedures, Data Protection and Mail Handling.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter, providing customers with the flexibility of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will 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 12:30 on Saturday 14 October 2017, with the new branch opening at Central Convenience Stores, 2 Maud Road, at 13:00 on Monday 16 October 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 an alternative Post Office branch are provided below for your convenience:

- Dorchester Post Office, Trinity Street, Dorchester, DT1 1DH

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: 182518.

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. We hope that you and our customers will continue to support your new main Post Office branch.

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.**

This document is also available to view online, 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.

Details of the new service:

Victoria Park Post Office information sheet															
Address	Central Convenience Stores 2 Maud Road Dorchester DT1 2LN														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
Mon	09:00 - 17:30														
Tue	09:00 - 17:30														
Wed	09:00 - 17:30														
Thu	09:00 - 17:30														
Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter offering selected services	<table border="1"> <tr><td>Mon - Sun</td><td>06:00 - 22:00</td></tr> </table>	Mon - Sun	06:00 - 22:00												
Mon - Sun	06:00 - 22:00														
Distance	60 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available with the addition of Car tax and a wider selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Access will be via a wide door and a new permanent ramp with a handrail at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking Time restricted parking is available in the layby lane outside the premises and further time restricted roadside parking is available nearby.</p>														
Retail	Convenience store														
Date of relocation	13:00 on Monday 16 October 2017														