



Dear Customer

Wadebridge Post Office®
Previously located at: The Platt, Wadebridge, PL27 7AG

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 with the move of the above Post Office into Spar at The Platt, Wadebridge, PL27 7AE.

I would like to thank everyone who took the time to let us have their comments and provide information. After careful consideration of the feedback, we have made the decision to move the Post Office service to Spar Stores. 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 service.

The previous branch closed temporarily on 17 June 2020 following the resignation of the operator. In order to maintain a Post Office service in the local area we introduced a temporary Post Office service from 26 June 2020 operating from Wadebridge Town Council, The Platt, Wadebridge, PL27 7AG. To avoid any further loss of service while we finalize our plans for the branch we have decided to move the temporary Post Office services to Spar Stores.

The service will continue to be run by a temporary Postmaster and the service offer will initially be limited to one counter providing a wide range of Post Office products and services until we can make arrangements for a permanent operator of the service, which will allow us to increase the serving points and widen the service offer.

The temporary service at Wadebridge Town Council ceased at 15:00 on Thursday 3 September 2020, with the service relocating to Spar Stores and re-opening at 09:00 on Monday 7 September 2020. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in new premises to let customers know.

During transfer of the service 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:

- Chapel Amble Post Office, Chapel Amble, Wadebridge, Cornwall, PL27 6EU
- St Mabyn Post Office, Wadebridge Road, St Mabyn, Bodmin, Cornwall, PL30 3BG

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

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter. We will update customers and stakeholders when we finalised our plans.

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

Yours faithfully

Jason Collins

Jason Collins
Regional Change Manager

Post Office Limited is registered in England and Wales. Registered No. 2154540.
Registered Office Finsbury Dials, 20 Finsbury Street, London. EC2Y 9AQ
Post Office and the Post Office logo are registered trade marks of Post Office Limited

PostOffice.co.uk

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 31 March 2020

Consultation ended 12 May 2020

Consultation responses

- 133 responses from customers and local representatives

Key issues raised

- Space within shop
- Staff
- Privacy & Security

Response to issues raised

Space within shop

Whilst we recognise customers concerns regarding space at the new location, we have had to balance the comments made against the need to maintain a Post Office service in Wadebridge. Inside the store, the temporary Post Office counter will be installed to operate alongside the retail offer. Shopping aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

Staff

The current temporary Post Office staff will continue to run the service until arrangements can be made for a permanent Post Office provision.

Privacy & Security

An appropriate level of privacy will be provided for Post Office customers and staff are fully aware of the need to respect customer confidentiality. Similarly with security, there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the Post Office service.

Social Distancing

The UK is currently experiencing a public health emergency as a result of the COVID-19 Pandemic and as such, it is critical that we as a business take a range of measures to keep everyone safe. Please be assured that Post Office Ltd has been working hard to follow Government guidelines and we have supplied branches with the Personal Protective Equipment that they require to make branches a safe environment for their customers and staff.

Perspex screens, gloves and hand sanitiser have all now arrived in branches along with floor stickers and posters promoting social distancing. Post Office Ltd will continue to work safely during this pandemic, ensuring as many people as possible visiting our branches comply with social distancing guidelines.

Post Offices are designated an essential service, providing a unique service for a range of necessary activities and we are following the governments guidance on social distancing to support the safety of our staff and customers. As the situation changes we continue to update staff and customers with practical instructions to allow them to stay safe whilst serving the needs of their communities. We remain committed to providing essential services to our communities whilst keeping our colleagues and customers safe.

We're confident that our Postmasters and their staff are acting in accordance with the official advice and we're doing everything we can to keep our branches open and safe

Wadebridge Post Office information sheet				
Address	Spar Stores The Platt Wadebridge PL27 7AE			
Post Office opening hours		Mon	09:00 – 17:00	
		Tue	09:00 – 17:00	
		Wed	09:00 – 17:00	
		Thu	09:00 – 17:00	
		Fri	09:00 – 17:00	
		Sat	Closed	
		Sun	Closed	
Distance	Within 10 metres of the previous temporary location, along level terrain.			
Products & Services	A wide range of products and services will be available.			
Serving positions	There will be one Post Office serving point.			
Accessibility	Access and facilities The new premises will have a wide door and a level access at the entrance.			
	Parking A Pay & Display car park is available nearby.			
Retail	Convenience store			
Planned date of relocation	7 September 2020			

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.

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 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.