



Dear Customer

**West End (Morecambe) Post Office®
57 Marine Road West, Morecambe, LA4 4ET**

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 West End Discounts, 32 Regent Road, Morecambe, LA3 1QN, where it will operate as one of our new local style Post Office branches.

We received 5 individual responses from customers during the consultation period. Some comments welcomed the move, whilst others commented on parking and the provision of a post box near the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As 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 there is road parking available outside the new premises and there is also two disabled bays on the same side of the road within 50 metres of the new site. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access into the new branch will be level and via a new wide door at the entrance. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator to make sure the new branch meets our own accessibility standards including aisle widths and adequate turning circle space for wheelchair users and to ensure they fully understand they are responsible for making sure their premises meet all applicable legislation. The Post Office would be carefully integrated into the store ensuring there is sufficient space for both Post Office and retail customers and aisles would be kept free from obstruction so customers have easy access to the Post Office service area.

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. With regard to the post box, we follow normal procedure and inform Royal Mail of the move of the branch as they are responsible for all matters relating to delivery and acceptance of mail including the siting of post boxes.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Subject to survey, relevant consent and any required planning permission, the Post Office external cash machine will be transferring to the new location. In the meantime, customers will still be able to access cash from their Post Office card account and obtain everyday banking services over the counter during the opening hours of the new branch. Customers can also access the Post Office 24 hour external cash machine at Morecambe Post Office.

Post Office customers will benefit from the extended opening hours provided by our operator including Wednesday and Saturday afternoon and Sunday opening.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The current branch will close at 13:00 on Thursday 11 October 2018, with the new branch opening, at West End Discounts, 32 Regent Road, at 13:00 on Thursday 11 October 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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

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 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

Clive Serplus

Clive Serplus
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.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

West End (Morecambe) Post Office information sheet															
Address	West End Discounts 32 Regent Road Morecambe LA3 1QN														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 17:00</td> </tr> <tr> <td>Sunday</td> <td>11:00 – 16:00</td> </tr> </tbody> </table>	Monday	09:00 – 17:00	Tuesday	09:00 – 17:00	Wednesday	09:00 – 17:00	Thursday	09:00 – 17:00	Friday	09:00 – 17:00	Saturday	09:00 – 17:00	Sunday	11:00 – 16:00
Monday	09:00 – 17:00														
Tuesday	09:00 – 17:00														
Wednesday	09:00 – 17:00														
Thursday	09:00 – 17:00														
Friday	09:00 – 17:00														
Saturday	09:00 – 17:00														
Sunday	11:00 – 16:00														
Distance	170 metres away from the current branch, along level 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 will have a wide door and level access. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available outside the new premises with two disabled bays on the same side of the road within 50 metres of the new site.</p>														
Retail	Discount shop														
Date of Relocation	Thursday 11 October 2018 at 13:00														

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.

West End (Morecambe) Post Office® services available	
Your postmaster or our Customer Helpline on 03452 66 01 15 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	✓
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	
Products marked * are available at Morecambe Post Office, 2 - 6 Victoria Street, Morecambe, LA4 4AA	Opening times: Mon, Wed, Thu & Fri 09:00 - 17:30 Tue 09:30 - 17:30 Sat 09:00 - 12:30