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16 February 2015

Dear «Salutation»

**Portscatho Post Office®**  
**2 The Quay, Portscatho, Truro, TR2 5HF**

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Ralphs Foodstore, 4 The Square, Portscatho, Truro, TR2 5HW, where it will operate as one of our new local style Post Office branches.

We received a number of comments from customers and local representatives during the local public consultation period. Representatives of Post Office Ltd, along with the current Postmaster, also met with the local Parish Council. This provided us with the opportunity to listen to their and customers' concerns, to better understand the issues and to explain the reason for the change.

The feedback received commented on a range of issues, including access, availability of space, possible congestion, customer privacy and confidentiality, staff training and the loss of some Post Office transactions at the proposed new branch. All the feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland and in Northern Ireland the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is taken into account in finalising our plans.

Post Office Ltd undertook significant additional analysis of the local factors raised during consultation, which included walking the ground with Citizens Advice to get a better understanding of the concerns raised around the access and parking at the new location.

By way of background, the move of this branch is part of our modernisation and investment plans for the Post Office network. As part of the programme we asked our Postmasters whether they wished to stay with the network. With the wish of the existing Postmaster to leave the network, it was important to find a viable and sustainable location for the Post Office in the local community. Subsequently, the vacancy was advertised and all applications were considered. A number of factors are taken into account when considering an appointment including the location, access, size of the premises and suitability of the operator. The processes we follow are established and robust and the new operator was selected following the successful completion of our application process.

However, it's clear that the Post Office plays an important part in the lives of customers and we want to ensure our services are as accessible as possible. 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 within the store. In line with this before the new Post Office opens, the new operator will make a number of adjustments to provide

[www.postoffice.co.uk](http://www.postoffice.co.uk)

easier access into and within the premises.

This will include reducing the threshold strips so they don't hinder wheelchair access, rehangng both entrance doors and the removal of two retail gondolas. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises, that aisles have sufficient width and the queuing area is kept clear of obstructions and adequate room is provided for customers and a wheelchair to turn and move around the store with ease. The service will operate from a Post Office serving point located at the end of the shop counter, enabling customers to carry out their Post Office business with their retail purchases if they wish.

Although there are two entrance doors at the new site, the second door will no longer be in general use. However our new operator wishes to retain both doors as this enables him to better manage customer flow, especially during the peak summer months. The Post Office serving point will be positioned at the end of the retail run by the second door which means customers requiring Post Office services only won't need to negotiate the retail area. However we acknowledge the concerns raised about privacy and congestion and our new operator will continue to monitor these areas, particularly during peak periods, to ensure customers continue to receive the same professional service we expect to be provided at all our branches.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The new operator is keen to offer Post Office services and is looking forward to welcoming Post Office customers to the store. We will be working with them 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.

The staff training approaches used are also fully comparable to those undertaken in all our branches, which include excellent customer service, the need to respect customer confidentiality and adhere to our stringent security procedures which will be put in place to protect staff and customers. You'll be re-assured to know that any staff that will handle Post Office transactions will have completed compliance training for a number of areas, including Data Protection and Mail Handling. All our operators are required to take all reasonable precautions to safeguard the mail in their care and procedures are in place to ensure mail items, including parcels, are segregated and held in a secure environment until collected.

We recognise just how much customers value their local Post Office and the access it provides to a wide range of services. The Post Office transactions through the local style branch are designed to be quick and efficient to enable fast and effective customer service - in many cases the transactions are automated and designed to be quick and efficient, making the service easy for customers and operators and helping to minimise queuing. However this does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. I can confirm that the majority of Post Office products and services will continue to be available and the small number of services that will no longer be offered will continue to be available at St Mawes Post Office.

The change also means that local residents will benefit from significantly longer opening hours, including Wednesday and Saturday afternoon, Sunday opening and longer opening times throughout the week, giving customers the option of using our services at times that suit them better. Details of the new branch are provided at the end of this letter together with a list of the products and services that will be available.

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 considered the physical improvements at the premises and reviewed local parking, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide for long term viability and future sustainability for the branch.


Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 17755599

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.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.

Thank you for your considering our proposal.

Yours sincerely



**Will Russell**  
**Regional Network Manager**

**How to contact us:**



[postofficeviews.co.uk](https://postofficeviews.co.uk)



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



Customer Helpline: 08457 22 33 44  
Textphone: 08457 22 33 55



FREEPOST Your Comments

We've published our final plan on-line, 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.



**Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.**

<b>Portscatho Post Office information sheet</b>															
<b>Address</b>	Ralphs Foodstore 4 The Square Portscatho Truro TR2 5HW														
<b>Opening hours</b>	<table border="1"> <tr> <td>Monday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 19:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 19:00</td> </tr> </table>	Monday	07:00 – 19:00	Tuesday	07:00 – 19:00	Wednesday	07:00 – 19:00	Thursday	07:00 – 19:00	Friday	07:00 – 19:00	Saturday	07:00 – 19:00	Sunday	07:00 – 19:00
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Sunday	07:00 – 19:00														
<b>Distance</b>	100 metres away from the current branch, along hilly terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b>            Access will be level at the entrance with re-arranged doors and internal layout to provide easier access into and within the store. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b>            There is a free public car park within 50 metres of the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed														

**Portscatho Post Office® services available**

**Your Postmaster or our Customer Helpline on 08457 223344 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
<b>Financial services</b>	
NS&I Premium Savings Bonds	✗
<b>Driving</b>	
Car tax (you can pay in cash, by cheque or debit card)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
<b>Car tax only</b>	
Products marked ✗ are available at <b>St Mawes</b> Post Office, 2 The Quay, St Mawes, Truro, TR2 5DG	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30