

National Consultation Team,  
Post Office Limited,  
FREEPOST  
CONSULTATION TEAM

**Re: Proposed Post Office closure – Link Top, Malvern, Worcestershire**

Dear Mr. Partington

I am writing to you about the proposed closure of the Link Top Post Office.

I object to the closure of this Post Office as I believe it causes a breach of the Access Criteria for many of the 3,200 residents of the West Malvern area of Malvern and will cause grave inconvenience for many elderly people.

West Malvern has been designated an Urban Area, as it forms an integral part of the conglomeration of the Malverns.

The government required 95% of the population urban areas to be within 1 mile of a Post Office. 99% of the population within a deprived urban area should be within 1 mile of a Post Office. While West Malvern is not one of the most deprived wards in the country, it does contain pockets of deprivation that cannot be captured in super output areas. The population of Malvern is also older than the national average.

The Malvern Link Top Post Office sits on the border of 4 Malvern electoral wards – Priory (where it is located), Malvern Link, Malvern Dyson Perrins and Malvern West. The Link Top Post Office is used by residents and businesses in all of these areas of Malvern. There are many new high density housing developments which have recently been completed on previously developed land. Many of these are for the elderly, since Malvern is favoured as a retirement destination. These include Moorlands Road, Zetland Road, two developments on Victoria Road, Nether Grange Retirement Apartments on Albert Road North, the Davenham Care Home and Church Meadow Court retirement apartments on Graham Road, Worcester Road McCarthy and Stone retirement flats, Scotland House on Cowleigh Road to name a few recent developments. In addition the entire ward of West Malvern with over 3,200 adults has no Post Office. Many of the users of the Link Top Post Office come from West Malvern.

West Malvern is a very spread out urban area because of the shape of the hill. The Worcestershire Beacon is a significant geographical obstacle which is almost 400m tall. Therefore the route to the Link Top Post Office travels around the hill. The residents of West Malvern ward already have to travel as far as Link Top to reach a

Post Office. This could be as far as 4km already. To ask them to travel in to Great Malvern will significantly add to the travel distance. Since West Malvern is home to over 10% of the population of this urban area, the closure of Link Top Post Office will lead to a breach of the government's own access criteria outlined above.

The Post Office in Cradley in Herefordshire is also being targeted for closure. This rules out another neighbouring possibility for the residents of West Malvern.

I would like to ask Post Office Ltd to put forward a different network change proposal that takes into account the government's access criteria for this urban area and notes the high density of retirement housing that has recently been developed in the vicinity of the Link Top Post Office.

Yours sincerely,

Harriett Baldwin

Cc: Cllr Jennie Kelly,  
Cllr Ralph Madden  
Cllr Serena Croad  
Sir Michael Spicer MP  
Jenny Hepworth, Postwatch