



Dear Customer,

Changes to Bourton-on-the-Water Outreach Service
Affecting Fifield, Stanway, Ascott-under-Wychwood, Guiting Power, Aldsworth, Sherborne,
Longborough, Milton-under-Wychwood and Churchill Outreach Services

We are writing to inform you that, regrettably, the postmaster from Bourton-on-the-Water Post Office will no longer be able to operate Fifield, Stanway and Ascott-under-Wychwood Outreach services, due to low customer usage. These services, have therefore, closed from Monday 10 August 2026. Please accept my apologies for the late notification on this occasion.

When Post Office branches close we undertake a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office services. Consequently, we are not looking to replace Fifield, Stanway, Ascott-under-Wynchwood Outreach services at this time.

There will need to be some changes to the current Outreach services offered by the Postmaster at Bourton-on-the-Water Post Office, to accommodate the closures, affecting the opening times and days for services at Guiting Power, Aldsworth, Sherborne, Longborough, Milton-under-Wychwood and Churchill Outreach services from week commencing Monday 10 August 2026. Further details of the changes to these services are also provided at the end of this letter.

If you are a local representative, please feel free to share this information through your social media channels and with any local groups or organisations that you know within the community for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions about the new service, please contact the National Consultation Team, as detailed below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

We're carrying out this notification in line with our Principles of Community. An extract relating to Notification is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully,

Anne Murphy

Anne Murphy
Retail Change Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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Details of Alternative branches Fifield Outreach Service closing on
Monday 10 August 2026:

Shipton-under-Wychwood Post Office		Services available				
Select & Save Milton Road Shipton-under-Wychwood OX7 6BD		Offers Euro Travel Money and similar services however excluding Passport Check & Send.				
Opening times		Access				
<table><tr><td>Mon – Sat</td><td>08:00 – 19:00</td></tr><tr><td>Sun</td><td>09:00 – 17:00</td></tr></table>		Mon – Sat	08:00 – 19:00	Sun	09:00 – 17:00	Access is level at the entrance to the premises.
Mon – Sat	08:00 – 19:00					
Sun	09:00 – 17:00					
Getting there						
Approximately 3.2 miles from Fifield outreach service, along varied terrain. Parking is available outside the branch. There are no direct bus routes between these services however, there are local buses serving the surrounding area.						

Bourton-on-the-Water Post Office		Services available				
High Street Bourton-on-the-Water Cheltenham GL54 2AG		Offers the same services, with the addition of On Demand Travel Insurance.				
Opening times		Access				
<table border="1"><tr><td>Mon – Sat</td><td>07:30 – 16:00</td></tr><tr><td>Sun</td><td>07:30 – 13:00</td></tr></table>		Mon – Sat	07:30 – 16:00	Sun	07:30 – 13:00	There is a threshold strip at the entrance to the premises.
Mon – Sat	07:30 – 16:00					
Sun	07:30 – 13:00					
Getting there						
Approximately 5.5 miles from Fifield outreach service, along varied terrain. Parking is available nearby. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.						

Details of Alternative branches for Stanway Outreach Service closing on Monday 10 August 2026:

Broadway Post Office	Services available						
The Coop Russel Square Back Lane WR12 7AP	Offers similar services, however excluding Passport Check & Send.						
Opening times	Access						
<table><tr><td>Mon – Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 13:00</td></tr><tr><td>Sun</td><td>10:00 – 14:00</td></tr></table>	Mon – Fri	09:00 – 17:30	Sat	09:00 – 13:00	Sun	10:00 – 14:00	Access is level at the entrance to the premises.
Mon – Fri	09:00 – 17:30						
Sat	09:00 – 13:00						
Sun	10:00 – 14:00						
Getting there							

Approximately 4.7 miles from Stanway outreach service, along varied terrain. Time restricted customer car park is available outside the branch. There are local buses serving the surrounding area.

Evesham Post Office		Services available
87 High Street Evesham WR11 4HR		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	08:30 – 17:30	There are steps at the entrance to the premises.
Sun	Closed	
Getting there		

Approximately 9.2 miles from Stanway outreach service, along varied terrain. Customer car park with disabled bays is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

Details of Alternative branches for Ascott-under-Wychwood Outreach

Service closing on Monday 10 August 2026:

Shipton-under-Wychwood Post Office Post Office		Services available
Select & Save Milton Road Shipton-under-Wychwood OX7 6BD		Offers similar services, with the addition of Euro Travel Money, however excluding Passport Check & Send.
Opening times		Access
Mon – Sat	08:00 – 19:00	Access is level at the entrance to the premises.
Sun	09:00 – 17:00	
Getting there		

Approximately 1.6 miles from Ascott-under-Wychwood outreach service, along varied terrain. Parking is available outside the branch. There is a limited bus service between Ascott-under-Wychwood outreach and this branch with a bus stop directly outside.

Chipping Norton Post Office		Services available
The Coop 4-5 High Street Chipping Norton OX7 5AB		Offers similar services, with the addition of a comprehensive range of Travel Money and On Demand Travel Insurance.
Opening times		Access
Mon - Sat	08:00 – 20:00	There are steps at the entrance to the premises.
Sun	10:00 – 16:00	
Getting there		

Approximately 6.1 miles from Ascott-under-Wychwood outreach service, along varied terrain. Time restricted customer car park with disabled bays is available outside the branch. There are no direct bus routes between these services, however, there are local buses serving the surrounding area.

Details of the change to existing Outreach service opening hours:**Guiting Power Outreach Service**

The Square, Guiting Power, Cheltenham,
GL54 5UR

Current opening times

Monday	No Service
Tuesday	10:30 – 17:00
Wednesday	No Service
Thursday	13:00 – 17:00
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	No Service
Tuesday	No Service
Wednesday	No Service
Thursday	12:00 – 16:00
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Outreach service opening hours:**Aldsworth Outreach Service**

Aldsworth Village Hall, Sherborne Lane,
Aldsworth, Cheltenham, GL54 4QU

Current opening times

Monday	No Service
Tuesday	No Service
Wednesday	No Service
Thursday	09:30 – 12:30
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	No Service
Tuesday	No Service
Wednesday	08:30 – 12:00
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Outreach service opening hours:**Sherborne Outreach Service**

The Village Store, 37 Sherborne, Sherborne,
Cheltenham, GL54 3DH

Current opening times

Monday	14:30 – 17:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

New opening times

Monday	12:30 – 16:00
Tuesday	No Service
Wednesday	No Service
Thursday	No Service
Friday	No Service
Saturday	No Service
Sunday	No Service

Details of the change to existing Outreach service opening hours:

Longborough Outreach Service	Longborough Village Shop, Moreton Road, Longborough, Moreton-in-Marsh, GL56 0QQ																												
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Milton-under-Wychwood Outreach Service	The Paddocks, Milton-under-Wychwood, Chipping Norton, OX7 6JL																												
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Churchill Outreach Service	Churchill Village Hall, Churchill, Chipping Norton, OX7 6NA																												
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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 (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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
- Unplanned closure¹/ planned service interruption
- Re-opening of a 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
- Franchising of a Directly Managed branch in its existing site where there are no changes to access to the Post Office serving point

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, aiming to provide four weeks' notice. Four weeks' notice may not be possible for an unplanned change, and in these instances, we will provide notice as soon as we are able to. For closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

¹Where the closure is unplanned, the service provision in the area will be reviewed based on current usage, modelling and availability of any suitable replacement or alternative service model. A commercial decision will be made if to actively seek to replace the closed service and will not be subject to public consultation.