



Dear Customer

Local public consultation – Decision

Bream Post Office
Brockhollands Road, Bream, Lydney, GL15 6ND

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 Stores at High Street, Bream, Lydney, GL15 6JN, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. 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 branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 15:00 on Thursday 19 May 2022, with the new branch opening, at Spar Stores, High Street, Bream, at 13:00 on Tuesday 7 June 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below for your convenience:

- Lydney Post Office, 33-39 Newerne Street, Lydney, GL15 5RB
- Parkend Post Office, New Road, Parkend, Lydney, GL15 4JA

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

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

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

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postofficeviews.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 17 September 2021

Consultation ended 29 October 2021

Consultation responses

- 40 responses from customers

Key issues raised

- Route and Location
- Parking and Traffic Congestion
- Access and Premises
- Space and Privacy
- Social Distancing

Response to issues raised

Route and Location

The new branch will be located approximately 150 metres from the current branch, along level terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel.

Parking and Traffic Congestion

Whilst we have considered the concerns raised about parking and the peak time traffic congestion in the area surrounding the new location, generally, this is a problem faced in many locations nationwide and the availability of parking spaces is outside the direct control of Post Office Limited.

With the branch moving 150 metres away, for customers using their own transport, roadside parking is available outside the new premises and nearby. To further assist customers using a wheelchair and those less able they can use the car park at the rear of the new premises, which can be accessed via the side gate. The new operator will keep the gate open during trading hours for disabled customer parking.

We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Access

To improve access into the new premises the new agent will to re-open the central door of the premises for customers to gain entry into the retail shop and the Post Office via a wide door with level access and the current main entrance door at the shop will be closed off.

The new agent will also provide a second entrance from the rear of the building through the gate adjacent to the premises, for customers who use a wheelchair and those who would find it difficult to use the main entrance. This gate will kept be open during trading hours for disabled customer parking. Access at the rear of the building will be level with a wider door more suitable for wheelchairs users. Internally, there will be a hearing loop and space for a wheelchair. When the new Post Office opens a bell and signage will also be installed at the front of the premises for customers to request assistance from staff.

Space and Privacy

Internally the new branch will be in line with Post Office specifications, the new operator will insure there is clear access into the premises, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty. The entrance at the rear of the building through to the Post Office serving point will be kept clear to allow clear access to wheelchairs users.

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 also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

The Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer longer opening times, allowing customers to transact the Post Office products and services alongside retail transactions across seven days a week and at times that are more for convenient for them.

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. 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.

Appendix B

Bream Post Office Information Sheet

Spar Stores
High Street
Bream
Lydney
GL15 6JN

New opening hours

Monday - Sunday	08:00 – 13:00 & 14:00 – 21:00
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During the Coronavirus pandemic the branch may need to make changes to its opening hours.

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

Products & Services

A range of products and services will still be available, with Vehicle Tax, Euros and Dollars Travel Money.

Serving positions

There will be a Post Office serving point at the retail counter and available during shop opening hours.

Access

The new premises will have level access with a wide door at the main entrance. Customers with wheelchairs who are unable to negotiate the main entrance, the new operator will provide access via an alternative entrance at the rear of the store. A bell and signage will be provided at the main entrance to allow customers to request assistance from staff. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 150 metres away from the current branch, along level terrain. Roadside parking is available outside the new premises and nearby. Customers with wheelchairs and the less abled may use the rear car park.

Retail

Convenience store

Date of move

Tuesday 7 June 2022 at 13:00

Bream Post Office services available		
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.		
		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		Express 24 & 48
British Forces Mail (BFPO)		✓
International letters & postcards (inc. signed for & Aisured)		✓
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		✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.		✓
Postal orders		✓
Moneygram		✓
Change giving		✓
Bill payments		
Automated bill payments (card or barcoded)		✓
Key recharging		✓
Transcash (without barcode)		✗
Driving		
Vehicle tax		✓
Licences		
Rod fishing licences		✓
Travel		
Pre-order travel money		✓
On demand travel money		Euros & Dollars
Travel insurance referral		✓
Mobile Top-ups & E vouchers		✓
National Lottery Terminal		✓
Payment by cheque		Vehicle tax only
Products marked ✗ are available at Lydney Post Office, 33-39 Newerne Street, Lydney, GL15 5RB	Opening times: Mon – Sat Sun	08:00 – 20:00 10:00 – 16:00
Other products are available at Parkend Post Office, New Road, Parkend, Lydney, GL15 4JA	Opening times: Mon – Fri Sat & Sun	09:00 – 13:00 09:00 – 12:00

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include 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.

⁴ 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 ³ and ⁴ 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.