



Dear Customer

Burbage Post Office®
157 High Street, Burbage, SN8 3AA

Local public consultation decision

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 Burbage Service Station, 248 High Street, Burbage, SN8 3AR.

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 17:30 on Monday 30 November 2020, with the new branch opening, at Burbage Service Station, 248 High Street, Burbage, SN8 3AR, at 13:00 on Tuesday 01 December 2020. If there are any unforeseen schedule changes 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 two alternative Post Office branches are provided below for your convenience:

- Pewsey Post Office, North Street, Pewsey, SN9 5ET
- Great Bedwyn Post Office, 90 Church Street, Marlborough, SN8 3PF

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. A copy is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Regional Change Manager

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

Appendix A

Response to Local Public Consultation

Consultation started 30 July 2020

Consultation ended 10 September 2020

Consultation responses

- 27 responses from customers

Key issues raised

- Distance
- Busy/Junction Road and Parking
- Safety
- Access and Internal Space
- Security and Privacy

Response to issues raised

Distance

I appreciate that the new premises are located approximately 350 metres from the previous site. 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. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Busy/Junction Road and Parking

While we acknowledge comments about the location near the road junction and parking in the area, it is fair to say this is a problem faced in many locations nationwide. When looking at Post Office service provision in an area, we are mindful of the needs of our customers. As we are sure you will understand, traffic issues and the availability of parking spaces are outside the direct control of Post Office Limited. I have conducted a further review of parking and I can confirm there will be parking spaces on the garage forecourt and roadside parking is available nearby. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

I appreciate that the proposed premises are at a road junction 350 metres from the current branch and for some customers this may involve crossing the road. In situations such as this, there will always be some customers who are more inconvenienced than others and we can only apologise for this.

Safety

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. The new operator will work with the local Parish Council to ensure the new premises is as safe as possible for our customers.

Local Councillors have already completed the work for the 30 mph speed limit signs to be moved closer to the roundabout, this will reduce the speed past the new location. In addition, they have raised a request for Wiltshire District Council to fund and install a pedestrian crossing to the bus shelter and will contact the owner of the of the grass bank from the bus shelter to the garage forecourt for permission to install a footpath.

Access and Internal Space

It's clear that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level and a wide automatic door at the entrance.

Internally the new branch will be in line with Post Office specifications, 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.

Security and Privacy

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.

Appendix B

Burbage Post Office information sheet															
Address	Burbage Service Station 248 High Street Burbage SN8 3AR														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 19:00</td></tr> <tr><td>Tue</td><td>09:00 – 19:00</td></tr> <tr><td>Wed</td><td>09:00 – 19:00</td></tr> <tr><td>Thu</td><td>09:00 – 19:00</td></tr> <tr><td>Fri</td><td>09:00 – 19:00</td></tr> <tr><td>Sat</td><td>09:00 – 19:00</td></tr> <tr><td>Sun</td><td>09:00 – 19:00</td></tr> </table>	Mon	09:00 – 19:00	Tue	09:00 – 19:00	Wed	09:00 – 19:00	Thu	09:00 – 19:00	Fri	09:00 – 19:00	Sat	09:00 – 19:00	Sun	09:00 – 19:00
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Sat	09:00 – 19:00														
Sun	09:00 – 19:00														
Distance	Within 350 metres of the previous branch, along varied terrain.														
Products & Services	A wide range of products and services will still be available.														
Serving positions	There will be one Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>The new premises will have a wide automatic door and level access at the entrance.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p style="text-align: center;">Parking</p> <p>Forecourt parking is available and roadside parking is available nearby.</p>														
Retail	Petrol Station/Convenience store														
Date of opening	Tuesday 01 December 2020														

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.

Burbage Post Office® services available

For information about product availability call 03457 22 33 44 or to provide you with details of maximum value of transactions please speak to the operator. 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
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	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Car tax only	
Products marked x are available at Pewsey Post Office, North Street, Pewsey, SN9 5ET	

Principles of Community Engagement on changes to the Post Office network

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
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
comments@postoffice.co.uk
FREEPOST Your Comments
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.