



Dear Customer

Charlbury Post Office®
8 Market Street, Charlbury, Chipping Norton, OX7 3PN

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to The Co-operative Food, Spendlove Centre, Enstone Road, Charlbury, Chipping Norton, OX7 3QR, where it will operate as one of our new local style Post Office branches.

We received 42 individual responses from customers and local representatives during the local public consultation period.

The main feedback commented about availability of space, possible congestion issues within the new premises and parking. Additionally the feedback welcomed the improved parking, easy access and longer opening times the new premises would provide. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

With regards to the comments about parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers. However, as I am sure you will understand, the availability of parking is an issue outside the direct control of Post Office Limited. However I have conducted a further review of this matter. This has confirmed that a car park with disabled parking is available at the back at the store and additionally roadside parking is available nearby.

We recognize that the Post Office plays an important part in the lives of people, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access will be level with 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 new style local Post Office to operate alongside the retail offer. We will be working closely with the 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. Aisles and the queuing area will be kept free from obstructions, with sufficient space provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

The new local style Post Office will operate from Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. We do recognize that some customers may be concerned about carrying out their Post Office business in a different type of environment from what they are used to. I would like to assure you that this doesn't compromise the professional service that we expect to be provided at all our Post Office branches.

Staff fully trained in Post Office transactions will be on hand to make sure that the overall quality of service will remain the same and waiting times will not increase, particularly during peak and holiday periods. Staff training will include the need to respect customer privacy and confidentiality. As well as this, our robust safety and security procedures will be put in place that all operators must adhere to, which includes safeguard of customers, staff and the cash and stock entrusted to the operator's care.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that following the move customers will have good access to Post Office services and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 12:30 on Saturday 12 May 2018, with the new branch opening, at The Co-operative Food at 13:00 on Monday 21 May 2018. 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:

- Woodstock Post Office, 2 Park Street, Woodstock, Oxford, OX20 1SP

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

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.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Charlbury Post Office information sheet															
Address	The Co-operative Food Spendlove Centre Enstone Road Charlbury Chipping Norton OX7 3QR														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 22:00</td> </tr> </tbody> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Distance	180 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park, with disabled parking, as well as roadside parking nearby.</p> <p>Buses There is a bus stop directly outside the premises.</p>														
Retail	Convenience store														
Date of Relocation	Monday 14 May 2018 at 13:00														

Charlbury Post Office® services available

Your operator or our Customer Helpline on 03452 66 01 15 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

	Current branch	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	✓	✓
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	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euro/Dollar	Euro/Dollar
Travel insurance referral	✗	✓
On demand travel insurance	✓	✗
Mobile Top-ups & E vouchers		
	✓	✓
Payment by cheque		
	✓	✓
Products marked ✗ are available at Woodstock Post Office, 2 Park Street, Woodstock, Oxford, OX20 1SP	Opening times: Mon – Fri 09:00 -17:30 Sat 09:00 – 18:00	