



Dear Customer

**Cirencester Town Post Office®
Unit 1 The Old Post Office, Castle Street, Cirencester, GL7 1QA**

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the WHSmith store at 19-21 Castle Street, Cirencester, GL7 1QD, where it will be known as Cirencester Post Office. The branch will be operated by WHSmith High Street Ltd under a franchise agreement.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Cirencester, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 20 individual representations from customers. We also held a customer forum to talk about our plans and answer questions.

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, when making our decision. The main areas of feedback were around ease of access into and within the proposed new premises, the size of the premises and its ability to cope with additional customers.

Getting to the new location:

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. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new location is a walk of approximately 50 metres from the current branch along level terrain. Given the proximity to the current branch, customers could continue to park where they do now and use the same public transport. There are several car parking options in the vicinity of the new branch:

- There is on street parking outside the current branch and opposite WHSmith
- At the rear of the new premises, there is Brewer car park, which is approximately 10 metres away and has 298 spaces, including 6 disabled bays. This area would also provide a convenient drop off point for customers.

In conclusion, I remain satisfied that customers in Cirencester will continue to have good access to Post Office services.

What the new branch will look like:

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. We have a long and successful relationship with WHSmith and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will have its own designated area on the ground floor at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. There are two entrances into the store and both have automatic doors. We are aware that there has been an issue with the automatic doors in the past, but they have been repaired and no further problems have been reported. If for any reason the doors were out of order in the future, WHSmith would ensure that they are repaired as quickly as possible to minimise any inconvenience to our customers. The front entrance has a slight gradient into the store and the rear entrance currently has a ramp and two internal steps with a handrail. Before the new branch opens, the existing ramp and internal steps at the rear entrance will be removed and replaced with a ramp that complies with current building regulations, to ensure ease of access for Post Office customers.

Externally the store front will include Post Office signage and an opening hours board. In addition to the main Post Office counter, there will be mail posting facilities available within the new branch.

There will be directional signage from the front entrance door through to the new Post Office area on the ground floor. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions.

The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The number of serving positions is based on current and future predicted business levels and the new branch will have one traditional floor to ceiling screened serving position and three open plan positions. There will also be two self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.

Following the move, the Post Office will also be open for longer including Saturday afternoons and Sundays, providing customers with more flexibility around their visits.

I'm satisfied that customer needs will be adequately met. Alongside this, we'll monitor customer usage at the branch following the move and will work with WHSmith to make sure service standards are maintained.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available. Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff:

WHSmith already successfully operate over 130 Post Office branches and have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Cirencester Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with the WHSmith team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion:

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Cirencester. The current branch will close at 17:30 on Wednesday 07 June 2017, with the new branch opening at 09:00 on Thursday 08 June 2017.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **015523**

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

How to contact us:

🌐 postofficeviews.co.uk

✉ comments@postoffice.co.uk

☎ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

✉ FREEPOST Your Comments

We've published our final plan On-line, to see it scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in larger print, audio or braille, please contact the customer helpline on 03457 22 33 44 or textphone 03457 22 33 55.

Cirencester Post Office information sheet															
Address	<p>WHSmith 19-21 Castle Street Cirencester GL7 1QD</p>														
Opening hours	<table border="1"> <tr> <td>Mon</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Tue</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sun</td> <td>10:00 – 14:00</td> </tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	10:00 – 14:00
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Products & Services	The same wide range of Post Office services will continue to be available.														
Serving positions	There will be four serving positions in total; one screened and three open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	Two self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	There are 2 entrances into WHSmith, the front entrance has a slight gradient into the store, with the rear entrance having 2 internal steps with a handrail, which will be replaced with a ramp. Both entrances have automatic doors. Low level serving counters, a low level writing desk and hearing loops would be available.														
How far away is it?	Approximately 50 metres away from the current branch, along level terrain.														
Transport & parking	<p>As the new premises are located close by the current branch, customers would be able to use the same local transport and parking facilities.</p> <ul style="list-style-type: none"> • There is on street parking outside the current branch and opposite WHSmith • At the rear of the new premises there is Brewer car park, which is approximately 10 metres away and has 298 spaces, including 6 disabled bays 														
Retail	Stationery, books and news														
Date of move	08 June 2017														