



Dear Customer

## **Changes to Fritwell Outreach Services**

### **Affecting Somerton Stoney, Middleton Stoney, Bucknell, Upper Heyford, Barford St Michael and Souldern Outreach Services**

We are writing to inform you that, regrettably, due to low customer usage the services at Somerton Stoney, Middleton Stoney, Bucknell, Upper Heyford, operated by the Postmaster from Fritwell Post Office has become unsustainable to operate, and therefore these services will all cease on the following date: Thursday 25 July 2024, Somerton Outreach Service at 11:05, Middleton Stoney Outreach Service at 13:15, Bucknell Outreach Service at 14:20 and Upper Heyford Outreach Service at 12:10.

The Post Office has undertaken a comprehensive review of the network provision 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 products and services. Consequently, it has informed our plans for the Post Office network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. As a result, we are not currently looking to replace the services at Somerton Stoney, Middleton Stoney, Bucknell and Upper Heyford.

Along with the closures, there will be some changes to the current opening hours at Barford St Michael and Souldern Outreach Post Office services, these changes will take effect week commencing Thursday 1 August 2024, Barford St Michael Outreach Service at 10:30 and Souldern Outreach Service at 12:15.

We apologise for the inconvenience the unplanned closures may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](https://www.postoffice.co.uk/branch-finder)

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Yours faithfully

*Zoe Hall*

**Zoe Hall**  
**Network Provision Lead**

**How to contact us:**  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://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.**

## Alternative branches

There are times our branches 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](http://www.postoffice.co.uk/branch-finder)

### Alternatives Post Office services for Somerton Outreach Service

Located at: Village Hall, Heyford Road, Somerton, Bicester, OX25 6LN

Fritwell Post Office		Services
East Street Fritwell Bicester OX27 7PX		A similar range of products and services will be available with the addition of Vehicle Tax.
Opening times		Access
Mon, Tues, Weds, Thu	09:00 – 13:00 14:00 – 17:00	This branch has a wide door and a step at the entrance.
Fri	09:00 – 13:00	
Sat	09:00 – 12:00	
Sun	Closed	
Getting there		

This Post Office service is located approximately 2.3 miles away from Somerton Outreach Service, along varied terrain. Roadside parking is available nearby the branch. There are no direct bus services available between Somerton Outreach Service and this Post Office.

Steeple Aston Post Office		Services
South Side Steeple Aston Bicester OX25 4SQ		A similar range of products and services will be available with the addition of Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	This branch has a wide door and a step at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

This Post Office service is located approximately 3.9 miles away from Somerton Outreach Service, along varied terrain. Roadside parking is available directly outside the branch. There are local buses serving the surrounding area.

**Alternatives Post Office services for Middleton Stoney Outreach Service**  
**Located at: Village Hall, Heyford Road, Middleton Stoney, Bicester, OX25 4AL**

Villiers Road Post Office		Services
58 Villiers Road Bicester OX26 2BB		The same range of products and services will be available.
Opening times		Access
Mon - Sat	06:00 – 22:00	This branch has a wide door and a ramp with a handrail at the entrance.
Sun	07:00 – 22:00	
Getting there		

This Post Office service is located approximately 3 miles away from Middleton Stoney Outreach Service, along varied terrain. Roadside parking is available nearby the branch. There are local buses serving the surrounding area.

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Steeple Aston Post Office		Services
South Side Steeple Aston Bicester OX25 4SQ		A similar range of products and services will be available with the addition of Vehicle Tax.
Opening times		Access
Mon - Fri	09:00 – 16:00	This branch has a wide door and a step at the entrance.
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		

This Post Office service is located approximately 4.5 miles away from Middleton Stoney Outreach Service, along varied terrain. Roadside parking is available directly outside the branch. There are local buses serving the surrounding area.

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**Alternatives Post Office services for Bucknell Outreach Service**

**Located at: Bucknell Village Hall, Middleton Road, Bucknell, Bicester, OX27 7LZ**

Villiers Road Post Office	Services
58 Villiers Road Bicester OX26 2BB	The same range of products and services will be available.

Opening times	Access				
<table><tr><td>Mon - Sat</td><td>06:00 – 22:00</td></tr><tr><td>Sun</td><td>07:00 – 22:00</td></tr></table>	Mon - Sat	06:00 – 22:00	Sun	07:00 – 22:00	This branch has a wide door and a ramp with a handrail at the entrance.
Mon - Sat	06:00 – 22:00				
Sun	07:00 – 22:00				

**Getting there**

This Post Office service is located approximately 2.4 miles away from Bucknell Outreach Service, along varied terrain. Roadside parking is available nearby the branch. There are no direct bus services available between Bucknell Outreach Service and this Post Office.

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Bicester Post Office	Services
20 Sheep Street Bicester OX26 6TB	A similar range of products and services will be available, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax and On Demand Travel Insurance.

Opening times	Access						
<table><tr><td>Mon - Fri</td><td>09:00 – 17:30</td></tr><tr><td>Sat</td><td>09:00 – 14:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 17:30	Sat	09:00 – 14:00	Sun	Closed	This branch has a wide automatic door and level access at the entrance.
Mon - Fri	09:00 – 17:30						
Sat	09:00 – 14:00						
Sun	Closed						

**Getting there**

This Post Office service is located approximately 2.7 miles away from Bucknell Outreach Service, along varied terrain. There is disabled roadside parking available on Bell Land and Grip Tyre Pay and display parking is available on Victora Street. There are no direct bus services available between Bucknell Outreach Service and this Post Office.

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**Alternatives Post Office services for Upper Heyford Outreach Service**  
**Located at: Village Hall, Church Walk, Upper Heyford, Bicester, OX25 5LQ**

Steeple Aston Post Office	Services
South Side Steeple Aston Bicester OX25 4SQ	A similar range of products and services will be available with the addition of Vehicle Tax.

Opening times	Access						
<table><tr><td>Mon - Fri</td><td>09:00 – 16:00</td></tr><tr><td>Sat</td><td>09:00 – 12:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon - Fri	09:00 – 16:00	Sat	09:00 – 12:30	Sun	Closed	This branch has a wide door and a step at the entrance.
Mon - Fri	09:00 – 16:00						
Sat	09:00 – 12:30						
Sun	Closed						

#### Getting there

This Post Office service is located approximately 2.5 miles away from Upper Heyford Outreach Service, along varied terrain. Roadside parking is available directly outside the branch. There are no direct bus services available between Upper Heyford and this Post Office.

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Fritwell Post Office	Services								
East Street Fritwell Bicester OX27 7PX	A similar range of products and services will be available with the addition of Vehicle Tax.								
Opening times	Access								
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Fri	09:00 – 13:00								
Sat	09:00 – 12:00								
Sun	Closed								

#### Getting there

This Post Office service is located approximately 3.8 miles away from Upper Heyford, along varied terrain. Roadside parking is available nearby the branch. There are no direct bus services available between Upper Heyford and this Post Office.

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## Change of hours for Barford St Michael and Souldern Outreach Service

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### Details of the change to existing Mobile service opening hours:

Barford St Michael Outreach Service	Village Hall, Lower Street, Barford St Michael, Bannury, OX15 0RH																												
<b>Current opening times</b> <table><tr><td>Monday</td><td>No Service</td></tr><tr><td>Tuesday</td><td>No Service</td></tr><tr><td>Wednesday</td><td>No Service</td></tr><tr><td>Thursday</td><td>14:45 – 16:15</td></tr><tr><td>Friday</td><td>No Service</td></tr><tr><td>Saturday</td><td>No Service</td></tr><tr><td>Sunday</td><td>No Service</td></tr></table>	Monday	No Service	Tuesday	No Service	Wednesday	No Service	Thursday	14:45 – 16:15	Friday	No Service	Saturday	No Service	Sunday	No Service	<b>New opening times</b> <table><tr><td>Monday</td><td>No Service</td></tr><tr><td>Tuesday</td><td>No Service</td></tr><tr><td>Wednesday</td><td>No Service</td></tr><tr><td>Thursday</td><td>10:30 – 12:00</td></tr><tr><td>Friday</td><td>No Service</td></tr><tr><td>Saturday</td><td>No Service</td></tr><tr><td>Sunday</td><td>No Service</td></tr></table>	Monday	No Service	Tuesday	No Service	Wednesday	No Service	Thursday	10:30 – 12:00	Friday	No Service	Saturday	No Service	Sunday	No Service
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Friday	No Service																												
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Sunday	No Service																												

### Details of the change to existing Mobile service opening hours:

Souldern Outreach Service	Village Hall, Souldern, Bicester, OX27 7JP																												
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## **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](https://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 closure<sup>1</sup>/ 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 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, Consumer 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](mailto:Comments@postoffice.co.uk)**  
**FREEPOST Your Comments**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>Where 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.