



Dear Customer

## **Local public consultation – Decision**

**Keynsham Post Office  
44 High Street, Keynsham, BS31 1DY**

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 to 46A High Street, Keynsham, BS31 1DX, where it will continue to operate as one of our main style branches.

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 Thursday 20 February 2025, with the new branch opening, at 46A High Street at 13:00 on Friday 21 February 2025. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During this period of closure customers may use any convenient Post Office branch. Possible alternative are provided below. The latest available branch information can be found using our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

- Chandag Post Office, 39 Chandag Road, Keynsham, Bristol, BS31 1PW
- Holmoak Road Post Office, 39-41 Holmoak Road, Keynsham, Bristol, BS31 2RZ

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://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  
Area Change Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://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: Wednesday 6 November 2024**

**Consultation ended: Wednesday 18 December 2024**

#### **Consultation responses**

- 72 responses from customers and local representatives

#### **Key issues raised**

- Access and Internal Space
- Opening hours and queuing
- Collecting Items of Mail

#### **Response to issues raised**

##### **Access and Internal Space**

Access at the new location is level, 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.

##### **Opening hours and queuing**

Post Office customers will benefit from the longer opening hours throughout the week, including Sundays at the retail counter which offers some Post Office services. This will allow customers to spread their visits throughout the week and use our services at times that suit them better, which also helps to reduce queuing times.

##### **Collecting Items of Mail**

Customers will still be able to collect their undeliverable items of mail from the Royal Mail Delivery Office as they currently do. While we can confirm that the Delivery Office will not currently be affected by the move, we are unable to confirm any future plans that Royal Mail may have for this facility.

## Appendix B

### Keynsham Post Office Information Summary

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)

New Location	
46A High Street, Keynsham, BS31 1DX	
<b>New opening times</b>	
<b>Screened Counters</b>	
Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed
<b>Retail Counter</b>	
Monday	07:00 – 21:00
Tuesday	07:00 – 21:00
Wednesday	07:00 – 21:00
Thursday	07:00 – 21:00
Friday	07:00 – 21:00
Saturday	07:00 – 21:00
Sunday	07:00 – 21:00
Products and Services	
The same range of products and services will still be available.	
Serving positions	
There will be three serving positions in total: two screened and a Post Office serving point at the retail counter.	
Access	
The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.	
Getting there	
The new premises will be located approximately 20 metres away from the current branch. Time restricted roadside parking is available nearby.	
Store retail available	Convenience store

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

- Permanent closure of a Post Office branch<sup>5</sup>
- 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-week<sup>6</sup> 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.**

### 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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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<sup>6</sup> in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>6</sup> 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.