



Dear Customer

Launton Post Office®
Sherwood Close, Launton, Bicester, OX26 5DR

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Costcutter, 36 Bicester Road, Launton, Bicester, OX26 5DQ, where it will operate as one of our new local style Post Office branches.

We received 59 individual responses from customers and local representatives during the local public consultation period. Some of the feedback commented on parking and the availability of space inside the premises. Other feedback welcomed the move to the new location, which was said to be closer for some people and offered longer opening times.

I appreciate that the proposed location is approximately 230 metres from the current site. In situations such as this there will always be some people who are more inconvenienced than others and I acknowledge for some customers this may mean a longer journey, for which I apologise. Equally, as we know from customer feedback, there are other customers for whom the new location is closer and more convenient than at present.

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, the availability of parking spaces is outside the direct control of Post Office Limited, however I have further reviewed parking and can confirm that there is parking on the forecourt of the premises. I am also pleased to confirm that the new operator will mark out a dedicated disabled bay on the forecourt before the new branch opens. I am therefore satisfied that parking will continue to be adequate to meet customer demand.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. Access will be via a permanent ramp with a wide automatic door and handrails at the entrance. Inside the shop, 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 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services.

To further support our customers in accessing the new branch, the new operator will be approaching the relevant authority to seek the provision of a hatched walkway across the forecourt, from the pavement to the entrance of the store, to ensure this area is kept free of obstructions including parked vehicles.

The new local style Post Office will operate from a Post Office serving point located at the retail counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Bicester Post Office which can be reached by a regular bus service.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including lunch times, Saturday afternoon, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better, which also helps to reduce waiting times and relieve any potential congestion. 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 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 remain satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 17:30 on Tuesday 12 September 2017, with the new branch opening, at Costcutter, 36 Bicester Road, at 13:00 on Wednesday 27 September 2017. 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:

- Bicester Post Office, 20 Sheep Street, Bicester, OX26 6TB
- Bassett Avenue Post Office, 9 Bassett Avenue, Bicester, OX26 4TZ

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: 143137

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
- ☎️ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
- ✉️ FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, 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.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Launton Post Office information sheet

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|--|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
| Address | <p align="center">Costcutter 36 Bicester Road Launton Bicester OX26 5DQ</p> | | | | | | | | | | | | | | |
| Opening hours | <table border="1" data-bbox="767 698 1150 936"> <tr> <td>Mon</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Tue</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Wed</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Thu</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Fri</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Sat</td> <td>07:30 – 20:00</td> </tr> <tr> <td>Sun</td> <td>08:00 – 14:00</td> </tr> </table> | Mon | 07:00 – 20:00 | Tue | 07:00 – 20:00 | Wed | 07:00 – 20:00 | Thu | 07:00 – 20:00 | Fri | 07:00 – 20:00 | Sat | 07:30 – 20:00 | Sun | 08:00 – 14:00 |
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| Fri | 07:00 – 20:00 | | | | | | | | | | | | | | |
| Sat | 07:30 – 20:00 | | | | | | | | | | | | | | |
| Sun | 08:00 – 14:00 | | | | | | | | | | | | | | |
| Distance | 230 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 via a permanent ramp with a wide automatic door and handrails at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Parking with a disabled bay will be available on the forecourt of the premises.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | Wednesday 27 September 2017 at 13:00 | | | | | | | | | | | | | | |

Launton Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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

| 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. signed for & Ainsure) | ✓ |
| 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 | ✓ |
| Bill payments | |
| Automated bill payments (card or barcoded) | ✓ |
| Key recharging | ✓ |
| Transcash (without barcode) | x |
| 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 | ✓ |
| National Lottery Terminal | ✓ |
| Payment by cheque | x |
| Products marked x are available at Bicester Post Office, 20 Sheep Street, Bicester, OX26 6TB | Opening times: Mon – Sat 09:00 – 17:30 |
| Other Products are available at Bassett Avenue Post Office, 9 Bassett Avenue, Bicester, OX26 4TZ | Mon – Sat 09:00 – 17:30 |