



Dear Customer

Branch Temporary Closure

**Liden Post Office
Tesco Express, Barrington Close, Liden, Swindon, SN3 6HP**

We are writing to update about the refurbishment works at the above location and branch will close temporarily on Friday 21 April 2023 at 17:30.

Following the works, the Post Office service is now scheduled re-open on Thursday 25 May 2023 at 09:00.

Should these dates change, posters will be displayed in branch and the store to let customers know.

During this closure period customers may use any convenient Post Office branch. Details of alternative Post Office services in the area are shown at the end of this letter and this information will be made available locally.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Antoinette Chitty

**Antoinette Chitty
Network Provision Lead**

How to contact us:
comments@postoffice.co.uk
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

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Covingham Square Post Office

McColls Stores
2 Covingham Square
Swindon
SN3 5AA

Opening times

Monday & Tuesday	06:00 – 18:00
Wednesday	06:00 – 19:30
Thursday	06:00 – 18:00
Friday & Saturday	06:00 – 19:30
Sunday	07:00 – 13:00

Services

Offers the similar services, with the addition of a comprehensive range of Travel Money, and Vehicle Tax.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 1.7 miles away from Liden branch, along varied terrain. Parking is available at the Covingham Square car park with designated marked disabled bays. There are local buses serving in the surrounding area.

Park Post Office

Premier Stores
Unit 7, Whitbourne Avenue,
Swindon
SN3 2GD

Opening times

Monday & Tuesday	09:00 – 17:00
Wednesday	09:00 – 12:30 13:30 – 17:00
Thursday & Friday	09:00 – 17:00
Saturday & Sunday	Closed

Services

Offers the similar services, with the addition of Vehicle Tax, and Euros On Demand Travel Money, however, excluding, National Lottery and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 1.3 miles away from Liden branch, along varied terrain. Parking is available at the Cavendish Square car park within the shopping parade with designated marked disabled bays. There are local buses serving in the surrounding area.

Walcot Post Office

The Co-operative Store
Unit 1, Sussex Place,
Somerville Road
Swindon
SN3 3FS

Opening times

Monday - Saturday	08:00 – 20:00
Sunday	10:00 – 16:00

Services

Offers the similar services, with the addition of Euros On Demand Travel Money, however, excluding National Lottery, and On Demand Travel Insurance.

Access

This branch has wide automatic doors and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 2.2 miles away from Liden branch, along varied terrain. Parking is available at the car park within the shopping parade with designated marked disabled bays. There are local buses serving in the surrounding area.

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

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
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily 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

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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 in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

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.