



Your new branch is due to open

Lydney Post Office
A-Z General Stores Limited, 51 Newerne Street, Lydney, GL15 5RA

We recently asked your views on some key areas about our plans to restore a local Post Office service. We received 86 responses, and the branch is due to open on Wednesday 2 July 2025.

Key points raised:

Access and Internal Space

Access at the new location is to the front via a wide door with a ramp and handrail at the entrance.

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.

Security and Privacy

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a review of parking has confirmed that there is a car park in close proximity to the rear of the premises.

We do hope that you will enjoy using the new Post Office.