



Dear Customer

Marsh Gibbon Post Office®
Previously located at: Station Road, Marsh Gibbon, Oxford, OX27 0HN

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to reopen the above Post Office branch at The Plough Inn, Church Street, Marsh Gibbon, Bicester, OX27 0HQ, where it now operates as one of our new local style Post Office branches. I am pleased to confirm the new branch opened on Friday 27 April 2018.

We received 5 individual responses from customers and local representatives during the local public consultation period. All of the feedback welcomed our plan to restore Post Office services to our customers in Marsh Gibbon.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as we possibly can. There is a step at the entrance to the new branch. However, a portable ramp is available for any customer who is unable to manage the step. To let customers know that a ramp is available, there is a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign is accessible to wheelchair users. Subject to planning permission, a hand rail will also be installed at the entrance.

Internally, the design of the new branch is in line with Post Office specifications, making sure there is sufficient space and privacy provided for customers. We have worked closely with the new operator in the internal layout to make sure there is unimpeded access into The Plough Inn, the queuing area is kept free from obstructions and adequate room is provided for customers and a wheelchair to move around with ease. Staff will be on hand and fully trained in Post Office transactions and our strict security measures would be put in place.

The new local style Post Office operates from a Post Office serving point located at the counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I am also pleased to let you know that we have enhanced the range of products which are available and customers will still be able to transact manual banking and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment.

The change also means that local residents will benefit from longer opening hours, including lunch times, Saturday afternoon, Sunday opening and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better. Further 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, I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk

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 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

Anthony Bayley

Anthony Bayley
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Marsh Gibbon Post Office information sheet															
Address	The Plough Inn Church Street Marsh Gibbon Bicester OX27 0HQ														
Opening hours	<table border="1"> <tr> <td>Mon</td> <td>Closed</td> </tr> <tr> <td>Tue</td> <td>12:00 – 23:00</td> </tr> <tr> <td>Wed</td> <td>12:00 – 23:00</td> </tr> <tr> <td>Thu</td> <td>12:00 – 23:00</td> </tr> <tr> <td>Fri</td> <td>12:00 – 23:00</td> </tr> <tr> <td>Sat</td> <td>12:00 – 23:00</td> </tr> <tr> <td>Sun</td> <td>12:00 – 23:00</td> </tr> </table>	Mon	Closed	Tue	12:00 – 23:00	Wed	12:00 – 23:00	Thu	12:00 – 23:00	Fri	12:00 – 23:00	Sat	12:00 – 23:00	Sun	12:00 – 23:00
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Sat	12:00 – 23:00														
Sun	12:00 – 23:00														
Distance	190 metres away from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services are available.														
Accessibility & accessibility works	<p>Access and facilities The new branch has a wide door and a step at the entrance. However, a portable ramp is available with signage and a bell for assistance.</p> <p>Parking There is a car park at the rear of the new premises.</p>														
Retail	No retail														
Date of Relocation	Friday 27 April 2018														

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.

