



Dear Customer

Service Re-Opening

**Milton Road Post Office
201 Milton Road, Weston super Mare, BS22 8EF**

Further to our recent communication where we advised that our retail partner, Morrisons, recently took the difficult decision to close several of their McColl's branded stores, some of which incorporate a Post Office service. This service closed temporarily on Wednesday 11 January 2023, we are now delighted to let you know that Post Office services will be restored to Milton Road Post Office on Wednesday 12 April 2023 at 13:00, where it will operate as one of our local style branches.

The service will be operating from the same premises offering similar products and services. Full details of the new service are provided at the end of this letter.

I know that the local community will join me in welcoming this good news and hope that you and our customers will continue to use this service. 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 there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers 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

Scott Lacey

**Scott Lacey
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

New Service Details:

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

Milton Road Post Office

201 Milton Road
Weston super Mare
BS22 8EF

Services

Offers similar services with the addition of National Lottery, Euros & Dollars Travel Money, however excluding Vehicle Tax and comprehensive range of Travel Money.

New opening times

| | |
|-----------------|---------------|
| Monday - Sunday | 07:00 – 22:00 |
|-----------------|---------------|

Access

This branch has a wide automatic door and a ramp with a handrail at the entrance.

**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.**

| Milton Road Post Office services available | | |
|---|---|----------------------------|
| For information about product availability call 03457 22 33 44. For details of maximum value of transactions, please speak to the operator. | | |
| | | New branch |
| 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. Tracked & Signed) | | ✓ |
| International parcels up to 2kg & printed papers up to 5kg | | ✓ |
| Parcelforce Worldwide International parcels | | ✗ |
| 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 | | ✓ |
| Change giving | | ✓ |
| Automated bill payments (card or barcoded) | | ✓ |
| Key recharging | | ✓ |
| Driving | | |
| Vehicle tax | | ✗ |
| Travel | | |
| Pre-order travel money | | ✓ |
| On demand travel money | | EURO/DOLLAR |
| Travel insurance referral | | ✓ |
| On demand travel insurance | | ✓ |
| Passport Check & Send | | ✗ |
| | | |
| Mobile Top-ups & E vouchers | | ✓ |
| National Lottery Terminal | | ✓ |
| Payment by cheque | | Vehicle tax only |
| Products marked ✗ are available at Locking Castle Post Office, 1 Clover Court, Locking Castle, Weston-super-Mare, BS22 8NB | Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30 Sun Closed | |

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

Call: 03452 66 01 15

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.