



Dear Customer

Paulton Post Office®
Previously located at: 2 Church Street, Paulton, Bristol, BS39 7LG

Local Public Consultation Decision

I'm writing to confirm that we've proceeded with our proposal to re-open the above Post Office branch at Paulton News, 6 Hill Court, Paulton, Bristol, BS39 7QG, where it is operating as one of our new local style Post Office branches. The new branch opened on Wednesday 25 October 2017.

We received 19 individual responses from customers and local representatives during the consultation period. The feedback welcomed the easier parking, improved access and more space the new premises would provide.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3800 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

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 possible. Access at the new premises is level with a wide door at the entrance. Inside, 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 existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including lunch times, Wednesday and Saturday afternoons as well as Sunday opening. These new extended hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better. 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.

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: 272511

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: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

We've published our final plan on-line, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Paulton Post Office information sheet															
Address	Paulton News 6 Hill Court Paulton Bristol BS39 7QG														
Opening hours	<table> <tr> <td>Monday</td><td>08:00 - 17:30</td></tr> <tr> <td>Tuesday</td><td>08:00 - 17:30</td></tr> <tr> <td>Wednesday</td><td>08:00 - 17:30</td></tr> <tr> <td>Thursday</td><td>08:00 - 17:30</td></tr> <tr> <td>Friday</td><td>08:00 - 17:30</td></tr> <tr> <td>Saturday</td><td>08:00 - 14:00</td></tr> <tr> <td>Sunday</td><td>08:00 - 12:00</td></tr> </table>	Monday	08:00 - 17:30	Tuesday	08:00 - 17:30	Wednesday	08:00 - 17:30	Thursday	08:00 - 17:30	Friday	08:00 - 17:30	Saturday	08:00 - 14:00	Sunday	08:00 - 12:00
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Sunday	08:00 - 12:00														
Distance	150 metres away from the previous branch, along hilly terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide door at the entrance.</p> <p>Parking There is a car park available at the new premises.</p>														
Retail	Convenience store														
Date of opening	Wednesday 25 October 2017														

Paulton Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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

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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓

Driving

Car tax	✓
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Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
Travel insurance referral	✓

Mobile Top-ups & E vouchers

✓

Payment by cheque

✓

Other Products are available at **Midsomer Norton** Post Office, 122B High Street, Midsomer Norton, Radstock, BA3 2HU

Opening times:

Mon	09:00 – 18:00
Tue – Fri	09:00 – 17:45
Sat	09:00 – 13:00
Sun	Closed