



Dear Customer

Redfield Post Office®
Previously located at - 128 Church Road, Redfield, Bristol, BS5 9HH

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Pat's News & Exclusive Drinks, 104-106 Church Road, Redfield, Bristol, BS5 9LE, where it will operate as one of our new local style Post Office branches.

We received 8 individual responses from customers during the local public consultation period. Customers were very pleased with our proposal to restore Post Office services locally and welcomed the ease of access, more space and longer opening times the new branch would provide. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. The new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that they will be making adjustments to improve access for customers. Access will be 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 fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the store and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put 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 two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service. The branch will cater for the vast majority of Post Office products and services. The full range of services will be available at Easton Post Office or The Galleries Post Office.

The change also means that Post Office services will be available during shop opening times. Local residents will therefore benefit from significantly longer opening hours, so they can 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, 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.

The new branch at Pat's News & Exclusive Drinks, 104-106 Church Road, is due to open at 13:00 on Thursday 29 June 2017. If there are any unforeseen schedule changes which mean this date changes, posters will be displayed at Pat's News & Exclusive Drinks to let customers know.

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: 286511.

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: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.

Redfield Post Office information sheet															
Address	Pat's News & Exclusive Drinks 104-106 Church Road Redfield Bristol BS5 9LE														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 22:00</td> </tr> <tr> <td>Saturday</td> <td>08:00 – 22:00</td> </tr> <tr> <td>Sunday</td> <td>08:00 – 13:00</td> </tr> </tbody> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	08:00 – 22:00	Sunday	08:00 – 13:00
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Sunday	08:00 – 13:00														
Distance	150 metres away from the previous branch, along varied 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. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available outside the premises and further roadside parking is available on Witchell Road within 20 metres.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on 29 June 2017														

Redfield Post Office® services available

Our Customer Helpline on 03457 223344 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	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Payment by cheque	
Others products are available at Easton Post Office, 425 Stapleton Road, Easton, Bristol, BS5 6NA	Opening times: Mon – Sat 09:00 – 17:30