



Dear Customer

**Engaging with our customers - Share your views**

**Taunton Post Office - Previously located at: 52-53 North Street, Taunton, TA1 1ND  
and  
Fore Street Post Office - WHSmith, 47 - 50 Fore Street, Taunton, TA1 1NE**

You may be aware that following the withdrawal of the premises for Post Office use at North Street, Taunton Post Office branch temporary closed in October 2021 and we have been working to establish a sustainable solution to provide Post Office services in the area.

We have taken the opportunity to review Post Office services in the local area and we are now pleased to advise that we will shortly be merging the Taunton branch service into the current Fore Street Post Office. It will be known as Fore Street Post Office at WHSmith, 47 - 50 Fore Street, Taunton, TA1 1NE and will change to one of our Main style branches.

Fore Street Post Office is 170 metres from the closed North Street branch location, and we believe is in a suitable position to serve customers previously using the Taunton branch. Fore Street Post Office branch will be refurbished to accommodate the larger branch requirements offering a greater range of Post Office products and services.

As a result of this change and increase in Post Office service provision at Fore Street branch the temporary service at Canon Street Garage, 37 St James Street, Taunton, Somerset, TA1 1JR will close once the refurbished Fore Street branch reopens.

We will display posters in WHSmith and Canon Street Garage to tell customers the good news. 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 you would like a supply of these posters, please let us know.

**We would like to hear from you**

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The merging of Taunton branch with Fore Street branch in WHSmith store is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into Fore Street Post Office branch?
- Do you have any comments about access inside Fore Street Post Office branch?

We will be accepting comments until Wednesday 01 June 2022. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

Details about your new branch are provided at the end of this letter. For further information or to share your views, please visit our Consultation Hub via [postofficeviews.co.uk](https://postofficeviews.co.uk), then use the search function to find the engagement for this service either by service name, postcode, or the unique branch code **418549**

Once the plans have been finalised, we'll display a poster in Fore Street branch and information will be provided on our Consultation Hub outlining the main comments received and our response. 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 engagement in line with our Principles of Community Engagement. An extract relating to Engagement is available at the end of this letter.

We do hope that you will support this new service.

Yours faithfully

*Ian Johnson*

**Ian Johnson**  
**Partner Account Manager**

#### **How to contact us:**

[postofficeviews.co.uk](https://postofficeviews.co.uk)  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
Call: 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.**

Want to tell us what you think right here and now?  
Scan here.  
If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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](https://postoffice.co.uk/privacy)

## **Fore Street Post Office Summary Sheet**

**WHSmith  
47-50 Fore Street  
Taunton  
TA1 1NE**

### **Post Office opening hours**

Mon – Sat	08:30 – 17:30
Sun	10:00 – 16:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**

**The latest available branch information can be found on our website**

**[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

### **Serving positions**

There will be two serving positions, one screened and a Post Office serving point at the retail counter.

### **Access**

The new premises will have wide automatic doors and level access at the entrance.

Internally, there would be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

### **Products and services**

The same range of products and services will continue to be available, with the addition of On Demand Travel Money, Vehicle Tax and On Demand Travel Insurance.

### **Getting there**

The new branch will be located approximately 170 metres away from the previously closed branch, along varied terrain.

Pay and display roadside parking is available nearby.

### **Month of change**

June 2022.

---

**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.**

## **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](https://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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

**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](https://postofficeviews.co.uk)**

**[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>2</sup> Locally elected representatives include 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.

<sup>3</sup> Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in <sup>2</sup> and <sup>3</sup> above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.