



Dear Customer

**Twerton On Avon Post Office®
Southern Co-op, 115 The High Street, Twerton, Bath, BA2 1DB**

Local Public Consultation Decision

I am writing to confirm that we have proceeded with our proposal to re-open this service at a new address: McColls Retail Group, 105 High Street, Twerton, Bath, BA2 1DB.

The current Post Office branch closed on Thursday 12 April 2018 and I am pleased to advise you the new Post Office branch opened on Friday 18 May 2018. Please accept our apologies for the short break in service during the transfer.

We received 17 comments from customers during the consultation period. The feedback centred on distance, space, staff training and having to queue alongside retail customers when accessing Post Office services at the new location. Other comments welcomed the longer opening hours, the availability and suitability of car parking. Some respondents also said that the new location would be closer and more convenient as it is situated on a main road and on local bus routes. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service.

We do appreciate that the proposed branch is approximately 60 metres from the current site and that for some customers including our older customers and the disabled this may involve a slightly longer and more inconvenient journey. In situations such as this there will always be some customers who are inconvenienced and we can only apologise for this. Equally, there may be customers for whom the new location will be slightly closer and more convenient than at present.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access at into the store is level with a wide automatic door. Internally, the new branch will be built 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 shop and access Post Office services without difficulty.

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 Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the majority of Post Office products and services will continue to be available following the change and the small number of services that will not be offered will continue to be available at Moorfields Post Office.

This local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. Staff will be fully trained and on hand and staffing levels will be aligned to meet customer demand. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard.

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. I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Full details of the new branch are provided at the end of this letter.

Posters will now be displayed at McColls Retail Group to let customers know about this decision.

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

Thank you for considering our proposal.

Yours faithfully

Adam Williams

Adam Williams
Multiples Account Executive

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

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

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Details of the new service:

Twerton On Avon Post Office information sheet															
Address	McColls Retail Group 105 High Street Twerton Bath BA2 1DB														
Post Office Opening hours	<table border="1"> <tr> <td>Monday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Friday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 - 23:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 - 23:00</td> </tr> </table>	Monday	07:00 - 23:00	Tuesday	07:00 - 23:00	Wednesday	07:00 - 23:00	Thursday	07:00 - 23:00	Friday	07:00 - 23:00	Saturday	07:00 - 23:00	Sunday	07:00 - 23:00
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Distance	Approximately 60 metres away from the current branch, along level terrain.														
Products & Services	The same range of services will continue to be available.														
Serving positions	There will be one Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility & Accessibility works	<p>Access and facilities The proposed premises has a wide automatic door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking/Buses Roadside parking is available outside the proposed premises and nearby.</p>														
Retail	Convenience Store														
Date of relocation	Friday 18 May 2018														