



Dear Customer

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

Public Consultation – Branch Relocation

We are writing to let you know that we are proposing to move this branch to a new location: McColls Retail Group, 105 High Street, Twerton, Bath, BA2 1DB, as the current premises will no longer be available for Post Office use.

The current Operator have advised us they intend to withdraw the Post Office services from the above premises as their store will be closing in early April 2018. However, I am pleased to advise you that we have identified a new agent who will continue to operate the Post Office service from a new premises in the High Street.

Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of Twerton On Avon Post Office will enable us to maintain a Post Office service to our customers in the local community.

The same range of Post Office products and services will continue to be available with slightly longer opening times. Full details of the proposed new service are provided at the end of this letter.

Consulting on the proposed location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to the new location?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new service. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by entering branch name, postcode or the unique branch code 212504

postofficeviews.co.uk

Dates for the local public consultation:

Local Public Consultation starts	7 March 2018
Local Public Consultation ends	20 April 2018
Proposed month of change	April 2018

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

In order to maintain a Post Office service to our customers in Twerton as soon as possible, the new service may open during public consultation. However this does not affect the period of public consultation which is ongoing until 20 April 2018.

We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter.

Thank you for considering our proposal

Yours faithfully


Sarah Cottrell

Sarah Cottrell
Network Operations Area 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.**

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

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.

Twerton On Avon Post Office information sheet															
Proposed new Post Office location (subject to local public consultation)															
Address	McColls Retail Group 105 High Street Twerton Bath BA2 1DB														
Post Office Opening hours	<table> <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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Saturday	07:00 - 23:00														
Sunday	07:00 - 23:00														
Distance	Approximately 60 metres away from the current branch, along level terrain.														
Products & Services	The same range of services will continue to be available.														
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>Transport/parking Roadside parking is available outside the proposed premises and nearby.</p>														
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Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk