



Dear Customer

**Twyford Post Office®**  
**Day Lewis Pharmacy, 19 London Road, Twyford, Reading, RG10 9EH**

**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 Best One, 17 London Road, Twyford, Reading, RG10 9EH, where it will operate as one of our new local style Post Office branches.

We received 12 individual responses from customers during the consultation period. The majority of feedback welcomed the longer opening times the new branch would provide. However, some customers expressed concerns about the level of service that would be provided following the move. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Twyford Post Office aims to help safeguard Post Office services in the local community for the longer term and provide an improved and commercially viable service. A number of factors are taken into account when considering an appointment; including access to the new location, the size of the premises, the suitability of the host retailer and an assessment of the viability of their business. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our application process.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and our goal is to make Post Office 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 before the new Post Office opens, they will install a permanent ramp at the entrance.

Inside Best One, 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.

We will also be working with the new operator to make sure there is an appropriate level of privacy at Post Office serving points. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would 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 are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. Customers can access the full range of Post Office products and services at Woodley and Reading Post Office branches.

The change also means that customers will benefit from extensive opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, so they can use our services seven days a week and at times that suit them better. Further 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.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 134939.

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](http://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 sincerely



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

**Twyford Post Office information sheet**

<b>Address</b>	Best One 17 London Road Twyford Reading RG10 9EH														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>09:00 – 23:00</td></tr><tr><td>Tuesday</td><td>09:00 – 23:00</td></tr><tr><td>Wednesday</td><td>09:00 – 23:00</td></tr><tr><td>Thursday</td><td>09:00 – 23:00</td></tr><tr><td>Friday</td><td>09:00 – 23:00</td></tr><tr><td>Saturday</td><td>09:00 – 23:00</td></tr><tr><td>Sunday</td><td>10:00 – 23:00</td></tr></table>	Monday	09:00 – 23:00	Tuesday	09:00 – 23:00	Wednesday	09:00 – 23:00	Thursday	09:00 – 23:00	Friday	09:00 – 23:00	Saturday	09:00 – 23:00	Sunday	10:00 – 23:00
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<b>Distance</b>	Next door to the current branch.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be via a permanent ramp at the entrance. Customers can also use the rear entrance via the car park. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is a car park at the rear of the premises on Wargrave Road.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed														

**Twyford Post Office® services available**

**Your Postmaster or 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Passport Check & Send	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>National Lottery Terminal</b>	
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Payment by cheque	Car tax only
Products marked x are available at <b>Woodley</b> Post Office, 141 Crockhamwell Road, Woodley, Reading, RG5 3JP	Opening times: Mon – Sat 09:00 – 17:30
and <b>Reading</b> Post Office, 21-22 Market Place, Reading, RG1 2DQ	Opening times: Mon – Sat 09:00 – 17:30