



Dear Customer

Wallingford Post Office®
18a Market Place, Wallingford, OX10 0AD

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 52 St Martins Street, Wallingford, OX10 0AJ, where it will operate as one of our new main style Post Office branches.

We received 19 individual responses from customers and local representatives during the local public consultation period. The main feedback commented about a number of issues including parking, location, and availability of space inside the proposed shop and the level of service that will be provided following the change. Some feedback commented that the proposed new branch would be closer and easier to access and welcomed the longer opening times. This feedback enabled me to improve my understanding of customers' concerns and views and to ensure that all such information was taken into account before finalising our plans for the new branch.

While I acknowledge the comments about parking and traffic in the area, it is fair to say that this is an issue faced in many locations nationwide and is not dissimilar to the existing site. When looking at service provision in an area, we are mindful of the needs of our customers. There is pay and display parking at Waitrose supermarket opposite the new premises. I am therefore satisfied that access and parking will continue to meet customer requirements following the move.

We recognise that the Post Office plays an important role in the lives of customers, particularly to our elderly and disabled customers, and we want to make our services as accessible as possible. The new premises, which are currently empty, will be fully refurbished by the new operator to incorporate a Post Office and a cards and stationary shop. Access will be level and via a wide door at the entrance.

Internally, the new main style Post Office branch will be built to our high specifications, with one screened and one open-plan counter positions incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times on Saturdays.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week, allowing customers to access Post Office products and services at times that are more convenient for them. Customers can also access the full range of services at Georgetown Post Office. Details of the new branch are at the end of this letter.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that following the move customers will have good access to Post Office services 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 current branch will close at 17:30 on Monday 30 October 2017, with the new branch opening, at 52 St Martins Street, Wallingford, at 13:00 on Tuesday 31 October 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- Georgetown Post Office, 52-60 Wantae Road, Didcot, OX11 0BT

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: 052137

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully

Annete Thomas

Annete Thomas
Regional Network 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.**

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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Wallingford Post Office information sheet															
Address	52 Martins Street Wallingford OX19 0AJ														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 – 17:30</td></tr> <tr><td>Tue</td><td>08:30 – 17:30</td></tr> <tr><td>Wed</td><td>08:30 – 17:30</td></tr> <tr><td>Thu</td><td>08:30 – 17:30</td></tr> <tr><td>Fri</td><td>08:30 – 17:30</td></tr> <tr><td>Sat</td><td>08:30 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 17:30	Sun	Closed
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New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>08:30 – 17:30</td></tr> <tr><td>Sun</td><td>10:00 – 16:00</td></tr> </table>	Mon - Sat	08:30 – 17:30	Sun	10:00 – 16:00										
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Distance	44 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services would still be available.														
Serving positions	There will be three serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and level access. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Pay and display parking is available at Waitrose supermarket maximum stay two hours, opposite the proposed premises.</p>														
Retail	Cards and Stationery														
Date of relocation	Tuesday 31 October 2017 at 13:00														