



Dear Customer

Engaging with our customers - Share your views

Wells Post Office

Previously located at: Natural Pets of Wells, 18 Queen Street, Wells, BA5 2DP

We are delighted to let you know that following the temporary closure Wells Post Office we will be re-opening the branch on Thursday 26 January 2023.

This will be in a new location at Spar Wells, 19 - 21 Tucker Street, Wells, BA5 2DZ, where it will operate as one of our main style branches.

You may be aware, following the resignation of the postmaster and the withdrawal of the premises for Post Office use, the above branch closed temporarily in July 2022.

In the interim, to serve the local community with continued access to Post Office services we set up a temporary Post Office service, in July 2022, which is operating from Wells Bus Station, Princes Road, Wells, BA5 1TE. This service will cease from Wednesday 25 January 2023 at 17:00.

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 re-opening of the branch in a new location 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 the new premises?
- Do you have any comments about access inside the new premises?

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until Friday 13 January 2023. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch re-opening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **016504**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



We will display posters at the temporary Post Office service at Wells Bus Station and at the new location in Spar Wells 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.

Once the plans have been finalised, we'll display a poster in 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 at the temporary Post Office service at Wells Bus Station and at the new location in Spar Wells 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

Adam Shillcock

Adam Shillcock
Partner Account Manager

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.

Wells Post Office Information sheet

Spar Wells
19 - 21 Tucker Street
Wells
BA5 2DZ

Post Office opening hours

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Opening times of Post Office service at retail counter offering selected services

Monday - Sunday	08:00 - 20:00
-----------------	---------------

**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

Products & Services

A Similar range of products and services will continue to be available, with the addition of a comprehensive range of Travel Money, Passport Check & Send, Vehicle Tax, On Demand Travel Insurance, and National Lottery.

Serving positions

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

Access

The new premises will have level access and a wide door at the entrance.

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

Getting there

The new branch will be located approximately 400 metres away from the previous branch, along mostly level terrain.

Roadside parking is available outside the Spar Wells and nearby.

There is a pay and display car park on Union Street, within 450 metres from Spar Wells.

Retail

Convenience store

Date of Change

Thursday 26 January 2023

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

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 representatives², the Consumer Advocacy Bodies and selected charities³, 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

comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

² 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.

³ 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 ² and ³ 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.