



Dear Customer

**Wells Post Office®  
Market Place, Wells, BA5 2RA**

We are proposing to move the above Post Office branch to a new location – Spar, 19-21 Tucker Street, Wells, Somerset, BA5 2DZ.

**Why are we moving?**

As you may be aware the previous consultation for the relocation for this branch that was carried out in 2016 to relocate the Post Office to the same premises did not proceed. Since then we have been working alongside the local representatives to identify a solution that would enable us to secure long-term sustainable access to Post Office services to our customers in Wells.

The current operator has decided to resign and, as no other suitable alternatives have been found, we are now proposing to relocate the Post Office to the Spar stores. We are confident that this relocation is the best way of safeguarding Post Office services to the local community.

We have also considered the feedback from the previous consultation and have been actively working in the area to identify a possible solution that would provide an additional, centrally located, Post Office local service to the community. Our discussions are at an early stage and we will provide an update on provision of this service once it has been finalised.

**Your new Post Office branch**

Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail. Working with the operator, we would adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with screened and open-plan positions. The same range of Post Office products and services would be available. We would also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours, so customers could access their Post Office when it's convenient. Customer satisfaction with main style branches stands at 95 per cent.

**Consulting on the proposed new 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 is it 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?

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please contact our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. If you are a local representative and others in your organisation are interested in the proposal, please feel free to let them know about it.

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 branch name, postcode or the unique branch code 321504 [postofficeviews.co.uk](https://postofficeviews.co.uk)

#### **Dates for local public consultation:**

Local Public Consultation starts	5 July 2019
Local Public Consultation ends	16 August 2019
Proposed month of change	September/October 2019

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch or if you are a local representative I'll be in touch again.

Yours faithfully

*Matthew Walls*

**Matthew Walls**  
**Change Manager**

#### **How to contact us:**

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us**

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.

Wells Post Office information sheet											
	Current Post Office location				Proposed new Post Office location (subject to local public consultation)						
Address	Market Place Wells BA5 2RA				Spar 19-21 Tucker Street Wells Somerset BA5 2DZ						
Post Office Opening hours		Mon	09:00 - 17:30			Mon	09:00 - 17:30				
		Tue	09:00 - 17:30			Tue	09:00 - 17:30				
		Wed	09:00 - 17:30			Wed	09:00 - 17:30				
		Thu	09:00 - 17:30			Thu	09:00 - 17:30				
		Fri	09:00 - 17:30			Fri	09:00 - 17:30				
		Sat	09:00 - 12:30			Sat	09:00 - 17:30				
		Sun	Closed			Sun	Closed				
New Opening times of Post Office service at retail counter offering selected services	<table><tr><td>Mon - Sat</td><td>07:00 - 23:00</td></tr><tr><td>Sun</td><td>08:00 - 22:30</td></tr></table>							Mon - Sat	07:00 - 23:00	Sun	08:00 - 22:30
Mon - Sat	07:00 - 23:00										
Sun	08:00 - 22:30										
Distance	700 metres away from the current branch, along varied terrain.										
Products & Services	A wide range of Post Office products and services will still be available.										
Serving positions	These would be a mixture of screened and open plan positions. Additionally a Post Office serving point would be added for use at the retail counter to be available during shop opening hours offering selected services.										
Accessibility	<b>Access and facilities</b> Current branch has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.				<b>Access and facilities</b> The proposed premises would have a wide door and level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.						
	<b>Parking</b> There is a pay & display car park outside of the branch.				<b>Parking</b> There is free parking for up to 30 minutes directly outside the proposed premises.  <b>Buses</b> There are local busses serving the surrounding area.						
Retail	Cards and stationery				Convenience store						
Local Public Consultation starts	5 July 2019										
Local Public Consultation ends	16 August 2019										
Proposed month of change	September/October 2019										

**To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.**

## **Principles of Community Engagement on changes to the Post Office network**

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch<sup>4</sup>
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week<sup>5</sup> local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

***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**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>3</sup> 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.

<sup>4</sup> There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

<sup>5</sup> If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.