



Dear Customer

Wells Road Post Office®
689 Wells Road, Whitchurch, Bristol, BS14 9HU

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 Loxton Square Nisa, 134 Walsh Avenue, Loxton Square, Hengrove, Bristol, BS14 9SH, where it will be known as Loxton Square Post Office and will operate as one of our new local style Post Office branches.

We received 9 individual responses from customers during the local public consultation period. The main feedback commented on the distance to the proposed premises, as well as the availability of space and privacy inside the proposed store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 750 metres from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. For customers using their own transport there is off road parking, as well as roadside parking in the area. For customers using public transport, Knowle branch may prove a more convenient alternative option.

Local community transport scheme Bristol Dial-a-ride operates in the local area and may provide an alternative option for customers wishing to access the new branch. Further details, including how to register, are available by telephone on 0845 1301875 and at <http://socialaccess.org.uk/services/dial-ride-service>. Details of the scheme will be displayed at the new branch.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level and via a wide door at the entrance.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. 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 a Post Office serving point located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Although the Post Office cash machine will not be transferring to the new site, customers will still be able to access cash from their Post Office Card account and obtain everyday banking services at the Post Office serving point over the extended opening hours provided by the new operator. For any customer who requires access to Post Office card account outside of these hours, there is an external cash machine at Stockwood Post Office branch.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full 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.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 26 June 2017, with the new branch opening, at Loxton Square Nisa, 134 Walsh Avenue, at 13:00 on Tuesday 27 June 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 two alternative Post Office branches are provided below for your convenience:

- Knowle Post Office, 323 Wells Road, Knowle, Bristol, BS4 2QE
- Stockwood Post Office, 90 Hollway Road, Stockwood, Bristol, BS14 8PG

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: 327511.

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.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

Loxton Square Post Office information sheet															
Address	Loxton Square Nisa 134 Walsh Avenue Loxton Square Hengrove Bristol BS14 9SH														
Opening hours	<table> <tr> <td>Monday</td><td>07:00 – 21:00</td></tr> <tr> <td>Tuesday</td><td>07:00 – 21:00</td></tr> <tr> <td>Wednesday</td><td>07:00 – 21:00</td></tr> <tr> <td>Thursday</td><td>07:00 – 21:00</td></tr> <tr> <td>Friday</td><td>07:00 – 21:00</td></tr> <tr> <td>Saturday</td><td>07:00 – 21:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 21:00</td></tr> </table>	Monday	07:00 – 21:00	Tuesday	07:00 – 21:00	Wednesday	07:00 – 21:00	Thursday	07:00 – 21:00	Friday	07:00 – 21:00	Saturday	07:00 – 21:00	Sunday	07:00 – 21:00
Monday	07:00 – 21:00														
Tuesday	07:00 – 21:00														
Wednesday	07:00 – 21:00														
Thursday	07:00 – 21:00														
Friday	07:00 – 21:00														
Saturday	07:00 – 21:00														
Sunday	07:00 – 21:00														
Distance	750 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is off road parking outside the premises as well as roadside parking in New Fosseway Road.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Tuesday 27 June 2017														

Loxton Square 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

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Knowle Post Office, 323 Wells Road, Knowle, Bristol, BS4 2QE	Opening times: Mon – Fri 08:00 – 17:30 Sat 09:00 – 13:00