



Westbury Post Office®

Previously located at: Co-operative Store, Kingfisher Drive, Westbury, BA13 3XW.

Your new branch has opened

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received 20 responses and we opened your new branch now known as **High Street Post Office**, on Friday 15 March 2019. The opening times are Monday to Saturday 06:00 - 20:00 and Sunday 07:00 - 20:00.

Key points raised:

- Access and space inside the new premises
- Queues
- Security

Response to key points:

Access and space inside the new premises

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

Internally, in line with Post Office specifications, the new branch has sufficient space for the Post Office service to operate alongside the retail offer. We work closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

Queues

We fully recognise just how much customers value their local Post Office and the access it provides to a wide range of services. One of the most important principles of the local model is for transactions to be straightforward and as quick as possible. This helps to minimise queues and provide an efficient and speedy service. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

We hope that you will enjoy using the new Post Office.

Security

We take the safety of both our customers and staff very seriously and in this respect, we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. We work closely with the new operator to make sure an appropriate level of security is provided for Post Office customers for example, when handing a receipt that contains any financial information to have it face down. Staff training is to Post Office standards and includes strict instructions, guidelines with measures put in place to safeguard customers, staff, and the cash and stock entrusted to the operator's care.