



Dear Customer

Woodford Halse Post Office®
12 Church Street, Woodford Halse, Daventry, NN11 3RA

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 Popsons Pharmacy, 40 Station Road, Woodford Halse, Daventry, NN11 3RB, where it will operate as one of our new local style Post Office branches.

We received 119 individual responses from customers and local representatives during the local public consultation period. The main feedback centred around parking as well as the availability of space inside the proposed premises which was said to be busy and too small to accommodate a Post Office service. Other feedback welcomed the move to the new location, which was said to be closer for some people and would provide better access. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, to review all the consultation responses and to ensure all relevant feedback is considered. All the feedback we received helped us to understand customers' concerns and views and was taken into account in making a decision.

By way of background, the move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Woodford Halse Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our application process.

While I have considered the comments about parking and congestion in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of roadside parking spaces is an issue outside the direct control of Post Office Limited. However, I have reviewed this further and can confirm that roadside parking is available along Station Road and on the surrounding side streets.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance and a small internal ramp. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

We recognise that some customers may have slight concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will 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 will 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 retail counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. I can also confirm that the new branch will continue to provide an outreach service to the community in Boddington.

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.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 292226

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: 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.**

We've published our final plan on-line, 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.

Woodford Halse Post Office information sheet															
Address	<p>Popsons Pharmacy 40 Station Road Woodford Halse Daventry NN11 3RB</p>														
Opening hours	<table> <tr> <td>Monday</td><td>09:00 – 13:00 14:00 – 18:00</td></tr> <tr> <td>Tuesday</td><td>09:00 – 13:00 14:00 – 18:00</td></tr> <tr> <td>Wednesday</td><td>09:00 – 13:00 14:00 – 17:30</td></tr> <tr> <td>Thursday</td><td>09:00 – 13:00 14:00 – 17:30</td></tr> <tr> <td>Friday</td><td>09:00 – 13:00 14:00 – 18:00</td></tr> <tr> <td>Saturday</td><td>09:00 – 13:00</td></tr> <tr> <td>Sunday</td><td>Closed</td></tr> </table>	Monday	09:00 – 13:00 14:00 – 18:00	Tuesday	09:00 – 13:00 14:00 – 18:00	Wednesday	09:00 – 13:00 14:00 – 17:30	Thursday	09:00 – 13:00 14:00 – 17:30	Friday	09:00 – 13:00 14:00 – 18:00	Saturday	09:00 – 13:00	Sunday	Closed
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Saturday	09:00 – 13:00														
Sunday	Closed														
Distance	230 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 The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>														
Retail	Pharmacy														
Date of Relocation	Date to be confirmed														

Woodford Halse Post Office® services available

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

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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Ainsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
<p>Products marked x are available at Daventry Post Office, 37 Sheaf Street, Daventry, NN11 4AA</p> <p>Opening times: Mon, Wed, Thu & Fri 08:30 – 17:30 Tue & Sat 09:00 – 17:30</p>	