



Dear Customer

**Woolavington Post Office®
Co-operative Group Food Ltd, 4-6 Windmill Crescent,
Woolavington, Bridgwater, TA7 8HP**

Local Public Consultation Decision

I am writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to new premises at 42 Woolavington Hill, Woolavington, Bridgwater, TA7 8HQ.

We received 8 individual responses from customers and local representatives during the consultation period. Some feedback welcomed the move highlighting the more central location and larger premises the new branch would provide. Some concern was expressed about privacy and security issues following the move.

As you may be aware, Co-operative Group Food Ltd are moving their store and the Post Office to a more central location and larger premises within Woolavington. The move will provide an improved and more sustainable service to our customers.

The new premises are currently vacant and will be fully refurbished with new fixtures and fittings. The new local style Post Office, which will be built in line with Post Office specification, 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. We will be working closely with the operator in the internal layout to make sure there is clear access into the premises, aisles are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around the store without difficulty. Access is level with a wide door at the entrance.

We will be working closely with the operator to make sure an appropriate level of privacy is provided for Post Office customers. 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 will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

I have carefully considered our original proposal, the feedback received during the 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 will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for the branch.

Details of the new branch, which opened on Thursday 15 June 2017, are provided at the end of this letter.

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: 321549

Thank you for considering our proposal.

Yours faithfully



Sarah Cottrell
Network Operations Area 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.

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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

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.

Details of the new service:

Woolavington Post Office®

Co-operative Group Food Ltd
42 Woolavington Hill
Woolavington
Bridgwater
TA7 8HQ
(formerly known as Prince of
Wales public house)



Opening times

| | |
|-----------|---------------|
| Monday | 07:00 – 22:00 |
| Tuesday | 07:00 – 22:00 |
| Wednesday | 07:00 – 22:00 |
| Thursday | 07:00 – 22:00 |
| Friday | 07:00 – 22:00 |
| Saturday | 07:00 – 22:00 |
| Sunday | 07:00 – 22:00 |



Services

The same range of services will continue to be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.



Access and facilities

The premises will have level access with a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair.



Transport/parking

There is a car park directly outside the premises. There is no direct bus service available between the current service and the proposed new premises.



Route

These premises are located approximately 0.2 miles away from the current service, along hilly terrain.