



Dear Sir/Madam

Wotton Under Edge Post Office®
16 Long Street, Wotton Under Edge, GL12 7EP

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to The Co-operative Food, 38 Long Street, Wotton Under Edge, GL12 7BT, where it will operate as one of our new main style Post Office branches.

We received 25 individual responses from customers and local representatives during the local public consultation period. Some feedback commented about the slight incline to the proposed premises, as well the availability of space inside the proposed store. Other feedback welcomed the improved access, better layout and the convenience of combining shopping under one roof. This feedback helped me to understand customers' concerns and views and to make sure that all such information was taken into account before finalising our plans.

I acknowledge that the proposed premises are approximately 90 metres along inclined pavements from the current site and appreciate that this will inconvenience some of our customers. In situations such as this there will always be some customers who more inconvenienced than others and we apologise for this.

We recognise 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 possible with level access at the entrance and a wide automatic door.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened counters. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Customers will be able to transact the same wide range of products and services as currently, with a wider selection of On Demand Travel Money, whilst benefitting from longer opening times on Saturday afternoon and longer opening times throughout the week. Full details of the new branch are at the end of this letter.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow customers good access to Post Office services 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 12:30 on Saturday 28 October 2017, with the new branch opening at The Co-operative Food, 38 Long Street at 13:00 on Monday 30 October 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:

- Kingswood Post Office, The Chipping, Kingswood, Wotton-Under-Edge, GL12 8RT
- North Nibley Post Office, North Nibley Stores, 9 Barrs Lane, North Nibley, Dursley, GL11 6DT

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: 19552399

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. We hope that you and our customers will continue to support your new main Post Office branch.

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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Wotton Under Edge Post Office information sheet															
Address	The Co-operative Food 38 Long Street Wotton Under Edge GL12 7BT														
Post Office Opening hours	<table> <tr><td>Mon</td><td>08:00 - 18:00</td></tr> <tr><td>Tue</td><td>08:00 - 18:00</td></tr> <tr><td>Wed</td><td>08:00 - 18:00</td></tr> <tr><td>Thu</td><td>08:00 - 18:00</td></tr> <tr><td>Fri</td><td>08:00 - 18:00</td></tr> <tr><td>Sat</td><td>08:00 - 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:00 - 18:00	Tue	08:00 - 18:00	Wed	08:00 - 18:00	Thu	08:00 - 18:00	Fri	08:00 - 18:00	Sat	08:00 - 18:00	Sun	Closed
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Fri	08:00 - 18:00														
Sat	08:00 - 18:00														
Sun	Closed														
Distance	90 metres away from the current branch, along a slight incline.														
Products & Services	The same wide range of products and services will still be available with a wider selection of on demand travel money.														
Serving positions	There will be two screened serving positions.														
Accessibility & Accessibility works	<p>Access and facilities There is a wide automatic door and level access at the entrance to the new premises.</p> <p>Parking/Buses Roadside parking including designated disabled bays are available outside the new premises.</p>														
Retail	Convenience store														
Date of relocation	To be confirmed														