



Dear Customer

**Timsbury Post Office®
High Street, Timsbury, Bath, BA2 0HT**

Decision - move to new premises & branch modernisation

Following local public consultation on our proposal to move Timsbury Post Office, we have been carefully considering all of the feedback we received alongside all other relevant factors. It is clear from the feedback how important a local Post Office is to our customers and we want to be in the best position to secure sustainable access to our services for our customers in Timsbury for the longer term. Having reviewed our original proposal we believe the best way to do this is to move the branch to McColls Retail Group, North Road, Timsbury, Bath, BA2 0JJ, where it will operate as one of our new local style branches.

We received over 150 individual responses from customers and local representatives and a 163 signature petition during the local public consultation period. 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 taken into account.

In the main, feedback focused on parking and potential traffic congestion in the area surrounding the new location. People also said that the new premises were further away and along a busier stretch of road and commented on the impact the move could have on local residents. Other comments related to access and the availability of space inside the proposed store for Post Office customers. We also received a small number of comments in support of the proposal. Please be reassured that all of these factors were considered extremely carefully in making our final decision.

The level of response shows just how important the Post Office is to the community and I would like to thank everyone who took the time to let us have their views. In view of this, it may be helpful to explain the background to our proposal. 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 Timsbury 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.

I acknowledge that the proposed location is approximately 450 metres from the current site. In situations where a branch moves, there will always be some customers who are more inconvenienced than others and I acknowledge for some customers this may mean a longer journey, for which I apologise. Equally, there may be customers for whom the new location is slightly closer and more convenient than at present. However, we have further reviewed the route to the new location alongside factors like local demographics and the number of customers using the current branch to ensure the new branch remains accessible to local residents.

With regards to parking and traffic 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, traffic conditions and the availability of parking are issues outside the direct control of Post Office Limited.

I also understand that the local authority has plans for the area which were consulted upon and we will be seeking clarification whether their parking proposals are likely to be implemented as well as establish ownership of the car park across the road.

However, I have reviewed existing parking arrangements and drop off facilities at the new site and consider this to be broadly comparable to the existing branch. I can confirm that there is roadside parking outside the premises and further along North Road. I am therefore satisfied that parking in the vicinity of the new branch will continue to meet the needs of customers using the Post Office. In addition the new operator has approached the local authority about the provision of a dedicated disabled bay in close vicinity to the store.

We are very aware of the importance a Post Office branch has in the lives of our customers, particularly for elderly and disabled customers, and we want to ensure our services are as accessible as possible. Access at the McColls 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 new style local Post Office to operate alongside the retail offer. We will be working closely with the operator on the internal layout and some fixtures and fittings will be removed or re-aligned to make sure there is clear access into the premises. The entrance area, shopping aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around with ease.

Staff will be fully trained to the same high standard as in all our branches and their training will include instructions and guidelines to safeguard customer privacy and confidentiality. Staffing levels will be carefully aligned to customer demand and any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. 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. There will also be adequate space to hold mail items, including parcels, securely until they are despatched.

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 alongside retail transactions. The local format is designed around following simple processes for handling transactions that are to be as straightforward and as quick as possible. This helps to minimise queues and provide an efficient and speedy service. However I am also pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International parcels. Additionally cheques will continue to be accepted as a method of payment. The Passport Check and Send service, won't be offered at the new branch, it will continue to be available at Radstock Post Office which offers the full range of Post Office services.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week. This will allow 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, the feedback received during the 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 remain satisfied that following the change customers will continue to have access to Post Office services in the area 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 Timsbury.

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: 210504.

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.postoffice.co.uk/transforming-post-office, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

Yours faithfully



Will Russell
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.**

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 03457 22 33 44 or Textphone 03457 22 33 55.

Timsbury Post Office information sheet															
Address	McColls Retail Group North Road Timsbury Bath BA2 0JJ														
Opening hours	<table> <tr> <td>Monday</td><td>06:00 – 22:00</td></tr> <tr> <td>Tuesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Wednesday</td><td>06:00 – 22:00</td></tr> <tr> <td>Thursday</td><td>06:00 – 22:00</td></tr> <tr> <td>Friday</td><td>06:00 – 22:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 22:00</td></tr> <tr> <td>Sunday</td><td>06:00 – 22:00</td></tr> </table>	Monday	06:00 – 22:00	Tuesday	06:00 – 22:00	Wednesday	06:00 – 22:00	Thursday	06:00 – 22:00	Friday	06:00 – 22:00	Saturday	06:00 – 22:00	Sunday	06:00 – 22:00
Monday	06:00 – 22:00														
Tuesday	06:00 – 22:00														
Wednesday	06:00 – 22:00														
Thursday	06:00 – 22:00														
Friday	06:00 – 22:00														
Saturday	06:00 – 22:00														
Sunday	06:00 – 22:00														
Distance	450 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 roadside parking directly outside and in close vicinity of the premises.</p>														
Retail	Convenience store														
Date of Relocation	Dates to be confirmed in branch														

Timsbury 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	x
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Driving	
Car tax (you can pay in cash, by cheque or debit card)	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Car tax only	
Products marked x are available at Radstock Post Office, 3 Wells Road, Radstock, BA3 3RQ	
Opening times: Mon - Sat 09:00 – 17:30	