



Mr Stephen Grey - Town Clerk
Melksham Town Council
Town Hall
Market Place
MELKSHAM
SN12 6ES

26 November 2013

Dear Mr Grey

Melksham Crown Post Office® branch
31 Church Street, Melksham, SN12 6LU

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing to move Melksham Post Office to a new location – 6-8 Bank Street, Melksham. SN12 6LG. If the move goes ahead the premises which are currently vacant, would undergo a complete refurbishment, to incorporate the Post Office and a cards and stationery store and the branch would be run by Crabb & Andrews Retail Ltd.

This move is part of our programme to transform and modernise the Post Office network to help create a network of branches that are modern, sustainable, profitable and no longer reliant on Government funding. This branch is currently one of 369 which are directly managed by Post Office Limited. A far greater number of our Post Office branches – more than 10,000 – are successfully run by carefully selected third parties within their retail premises. We believe the best approach to retaining this branch, so it can continue to serve its community, is to change the way we operate it, so that if the move goes ahead it will be run by Crabb & Andrews Retail Ltd rather than by us directly.

Our priority is to ensure that we provide the services that will meet customer needs, both now and into the future, and secure the long-term viability of Post Office services in this community.

Crabb & Andrews Retail Ltd offer greeting cards, stationery, packaging and confectionery and currently operate two Post Offices from within their stores in Bristol and regard their Post Office network as a vital part of community services. They have satisfied us that they would be able to successfully run the branch in Melksham, by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours.

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same wide range of products and services
- Improved accessibility – access would be level with an automatic door

www.postoffice.co.uk

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Consulting on the proposed new location

We're now starting a 6-week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Although the decision to change the way we operate the branch is not a matter for public consultation, before we finalise our plans, we would really like to hear your views, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location or premises
- If so, do you have any suggestions that could help us make it better for you?
- Any local community issues which you think could be affected by the proposed move
- Anything you particularly like about the proposed change

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 01054899.

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	27 November 2013
Local Public Consultation ends	20 January 2014
Proposed month of change	March 2014

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and a full copy of the Code will also be available in branch.

The Post Office will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed relocation. The details of this event will be finalised soon and advertised within the branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours sincerely



Sally Buchanan
Franchise Project Manager

How to contact us:

 postofficeviews.co.uk



Customer Helpline: 08457 22 33 44

 comments@postoffice.co.uk

Textphone: 08457 22 33 55

 FREEPOST Your Comments

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

Melksham Post Office information sheet						
	Current location			Proposed new location (subject to local public consultation)		
Address	31 Church Street Melksham SN12 6LU			6-8 Bank Street Melksham SN12 6LG		
Post Office Opening hours	Mon	09:00 – 17:30		Mon	08:00 – 18:00	
	Tue	09:30 – 17:30		Tue	08:00 – 18:00	
	Wed	09:00 – 17:30		Wed	08:00 – 18:00	
	Thu	09:00 – 17:30		Thu	08:00 – 18:00	
	Fri	09:00 – 17:30		Fri	08:00 – 18:00	
	Sat	09:00 – 12:30		Sat	08:00 – 18:00	
	Sun	Closed		Sun	Closed	
	Products & Services	The same wide range of products and services would still be available.				
Serving positions	There would be four serving positions in total, which would be made up of one screened and three open plan (the total number of serving positions has been based on current and future predicted business levels).					
Access and facilities	Access would be level and an automatic door would be installed at the entrance to the proposed premises. A low level serving counter, low level writing desks and hearing loops would be available at the proposed premises.					
How far away is it?	250 metres away from the current branch, along level terrain.					
Transport & parking at the proposed new premises	<p>There is not a direct bus service between the current branch and the proposed new site, however public transport services are available to and from the surrounding areas. The nearest bus stop is approximately 40 metres from the proposed new site which is served by a frequent bus service and a second bus stop is approximately 160 metres away, which is served by a number of regular bus services.</p> <p>There is a free car park within 50 metres, located behind the shopping parade and a pay and display car park within 130 metres with approximately 195 spaces including 5 disabled bays.</p>					
Retail	Cards and Stationery					
Local Public Consultation starts	27 November 2013					
Local Public Consultation ends	20 January 2014					
Proposed month of change	March 2014					

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with Consumer Futures (a national organisation) on these guidelines.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to local representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter, 'phone or you can let us have your views by our online questionnaire.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at:
www.postoffice.co.uk/transforming-post-office.