



Dear Sir/Madam

Donnington Post Office®
Previously located at: 293 Iffley Road, Oxford, OX4 4AQ

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at The Co-operative Food, 297 Iffley Road, Oxford, OX4 4AQ, where it will operate as one of our new local style Post Office branches.

We received 56 individual responses from customers and local representatives during the consultation period. The majority of respondents welcomed the restoration of Post Office services in Donnington and the longer opening times that would be available at the new branch. Slight concern was expressed about space inside the Co-op store.

I have carried out a final review of our original proposal and the feedback received during the public consultation period. I was pleased to learn of customers support for the move and we are delighted that Donnington branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide future sustainability. We already have over 3700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

It's clear 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 we possibly can. The new operator will be making improvements by relocating the entrance and installing a wide automatic door.

I would like to reassure you that there is adequate space inside the new premises to incorporate the new style local Post Office. We will be working closely with the new operator in the internal layout to make sure there is adequate room for customers, including wheelchair users. There will be a sign indicating a clear head of queue point.

Staff will be fully trained in Post Office transactions and staffing levels aligned to meet 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. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff, cash and stock entrusted to the operator's care and the safeguard mail until collected by Royal Mail.

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 and services, alongside retail transactions. The change also means that local residents will benefit from significantly longer opening hours, including Thursday and Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing 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 am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

Posters will now be displayed at the new 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: 097137

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.

Donnington Post Office information sheet

Address	The Co-operative Food 297 Iffley Road Oxford OX4 4AQ														
Opening hours	<table border="1"><tr><td>Monday</td><td>06:00 – Midnight</td></tr><tr><td>Tuesday</td><td>06:00 – Midnight</td></tr><tr><td>Wednesday</td><td>06:00 – Midnight</td></tr><tr><td>Thursday</td><td>06:00 – Midnight</td></tr><tr><td>Friday</td><td>06:00 – Midnight</td></tr><tr><td>Saturday</td><td>06:00 – Midnight</td></tr><tr><td>Sunday</td><td>07:00 – Midnight</td></tr></table>	Monday	06:00 – Midnight	Tuesday	06:00 – Midnight	Wednesday	06:00 – Midnight	Thursday	06:00 – Midnight	Friday	06:00 – Midnight	Saturday	06:00 – Midnight	Sunday	07:00 – Midnight
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Distance	50 metres from the previous branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	Access and facilities The new premises will have level access and a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair. Parking Roadside parking is available within 50 metres of the premises.														
Retail	Convenience store														
Date of opening	To be confirmed														