

Bradley Stoke Town Council

Report to Councillors

Post Office Questionnaire Public Consultation Results

The Public Consultation exercise ran from the beginning of August until 31st October 2011.

The public were consulted in a variety of ways:

- Bradley Stoke Town Council website – Questionnaire available with access to an online response form
- Bradley Stoke Town Council newsletter published September 2011 – Questionnaire which could be completed and returned to the office
- Bradley Stoke Town Council noticeboards

Results

The office received 273 responses to the consultation, 216 via the online response form set up on the Town Council website and 57 written responses.

Question 1 – Have you used a post office in past 12 months? If yes, what for?

Yes – 266 responses

No – 7 responses

(See attached synopsis for specific responses)

Question 2 - Are you aware that there is a post office in Bradley Stoke (Pear Tree Road)?

Yes – 260 responses

No – 13 responses

Question 3 – Do you think there is a need for a larger post office in Bradley Stoke that would offer more services? If yes, where should it be located?

Yes – 253 responses

No – 19 responses

Possibly – 1 response

(See attached synopsis for specific responses)

Question 4 – Any Other Comments?

(See attached synopsis for specific responses)

Synopsis of Post Office Questionnaire Responses

Section 1 – Have you used a post office in the past twelve months. If yes, what for:

Buying stamps
Sending Recorded Delivery, Special Delivery items, Business Post, Proof of posting
Cash deposit and withdrawal facilities
Buying car tax, DVLA information
Buying and cashing postal orders
Returning catalogue parcels
Returning items ordered via the Internet
Posting letters, parcels and packets that need to be weighed
Royal Mail Parcel service
Posting overseas mail
Passport applications, obtaining Passport forms, passport checking facility
Collecting Pension
Accessing Co-operative Accounts, Savings Accounts, Investments
Paying general bills + utilities bills
Paying National Insurance contributions
EU Travel Insurance
Buying cards and stationery
Electricity key
Buying Premium Bonds
Mobile phone top-up
Money-grams
Items that won't fit in post box but had pre-postage
Purchasing foreign currency
Renewal of driving licence, DVLA, other motoring services
Returns service
Foreign Visa application
Mail redirection services
Withdrawing DWP benefit payment
Obtaining Child National Investment Certificate information
Collecting Government forms and information flyers
European Health card renewal form

Section 3 - Do you think there is a need for a larger post office in Bradley Stoke that would offer more services. If yes, where should it be located?

1. The Willow Brook Centre/Town Centre – 186 responses

Comments received include:

- Would be central within Bradley Stoke and is accessible by bus.
- Probably best for whole of Bradley Stoke but existing post office is closer for me.
- Would be good
- Ideally, perhaps Tesco's could be persuaded to take on the job.
- The current sub-post office is useful for most requirements.
- It is very much needed and would be very well used.
- Pear Tree Road has inadequate parking and is too small, maximum 2 assistants causing long queues.
- Ideal spot. If it could be combined with a small stationers this would be good too. Pear Tree Road not easy for parking of cars, get confused with the shoppers.
- There is plenty of parking nearby
- Where most of the local people go, also people outside the immediate locality could use it as well.
- I suspect a post office with the full services I would like needs the footfall of Willow Brook centre to be viable.
- It's the town centre; it makes sense
- The obvious choice as they have the space and more importantly the parking space, Pear Tree Road is a nightmare to park at as its so small.
- Would be ideal as that should be a portal for all services for the community.

- Would be the obvious choice although as I live near to the existing post office I would be happy if this one could offer more services.
- Central location- is ideal as it has easy parking unlike the post office at Pear Tree Road.
- This is the centre of Bradley Stoke and there are no parking issues.
- It would seem logical now that the Willow Centre is "up and running" that the Post Office should be located there. I feel that the current Post Office is not in the centre for a majority of Bradley Stoke Residents and parking is a "nightmare". It would also make sense for the Post Office to be able to provide Passport applications and Driving Licence forms therefore avoiding the necessity of having to travel further afield.
- The ideal place so it can be tied in with other visits. At present you need a car or bus to travel to other nearby post offices who can do most of the tasks I use the post office for.
- Would be an ideal location for a large post office.
- Obvious choice. It is central but all suitable units now seem to be taken so chance may have been missed. Unless Tesco are prepared to re-model or there is a partnership with another retailer for the remaining large "outside" unit. As the Santander agency is run by a 3rd party, perhaps they may be interested in going into the Post Office business too as a franchisee - but their agreement with Santander may preclude them offering the other banking services provided by or through the Post Office.
- Somewhere central within the town seems the most obvious location, if there are any units still empty.
- Obviously!
- Downstairs in the Tesco Extra Mall would be ideal - encourage 'cross-pollination' of shopper activities - but even one of the external units would be fine (eg. Poundland unit). The Poundland unit would be useful, as it has a section of easily accessible, and often underutilised, parking right next to it.
- In one of the many empty units within our "town centre", also called the Willow Brook Centre!
- Centrally. Parking is often dreadful at the Pavilions, and there is only one disabled parking space, usually occupied by cars with no permit. There is no parent and child parking. All of this exists at the Willow Brook Centre. A larger post office would probably draw more customers, so ample parking is essential.
- So you can do everything in one place
- If it has to be moved from where it is then in the Willow Brook Centre
- There is definitely a need for a larger post office. Two operators (who are normally very rude) at the existing Pear Tree Branch is not sufficient. It should be situated in The Willow Brook Centre, where there is easy access for everyone and sufficient parking for customers.
- Somewhere with parking! It would be sensible to have it where people wouldn't have to make a special journey, can park easily, and are more likely to use it.
- There is easy parking and bus links
- An ideal site where it has easy access, parking and is convenient when out shopping to do everything I need.
- Would be ideal as there is already ample parking and well situated.
- It would be much more accessible to everyone, parking and bus services would be much easier to use. Customers would have more space to queue and ready themselves for service. There would be more likelihood of passing trade from shoppers and customers could combine their visit with using other stores.
- Somewhere with large premises, somewhere that can be travelled to on foot & bus. Convenience to pop into when shopping. Definitely needs to be larger and offer more services, so that a trip to the city centre post office is not needed.
- More central and accessible for all residents within the surrounding area
- This is where the majority (if not all) larger shops and outlets are located for the whole of Bradley Stoke
- Most definitely! I think Pear Tree is too small so to provide the full range of services for a town this size, it seems obvious that the post office should be located in the centre of town.
- This is central & plenty of parking. I never use the Post Office at Pear Tree Lane as parking is so bad. I use the one at Bakers Ground instead. The Post Office should be central for people living at both ends of Bradley Stoke.
- The best place it could be is at the centre of town
- The ideal place. It has ample parking area, and would be ideally situated as people regularly attend these local shops, as long as the franchise is not owned by Tesco.
- It would be handy for shoppers to the area
- Current post office is located close to my home and so is convenient to me. However it is a long way from many properties and so I think a relocation to the Willow Brook Centre would be

sensible as it would be more accessible to a wider population both in terms of walking or better parking provision.

- Post Office providing all major services would be best placed in the Willow Brook Centre.
- The car parking at Pear Tree Rd is abysmal. The Post Office should be located in the town centre where there is adequate parking, bus services and you can also go shopping etc, instead of having to undertake a purposeful journey.
- Town Centre, but keep existing provision in Pear Tree Road.

2. The Willow Brook Centre or Baileys Court – 13 responses

Comments received include:

- Post office would have to be more central (in the Town Centre near all the other shops) or south Bradley Stoke to be of more use to me. Otherwise would continue to use the one near Esporta, Stoke Gifford or Winterbourne.
- A provision of another post office in the south of Bradley Stoke would be more central for more people. Otherwise, a large single provision in the district centre of the Willow Brook where most residents can get to and bus services means better access
- Ideally in the Willow Brook Centre, but a bit late in the development process now as all units seem to be gone. Please do not allow development backing onto dewfalls drive in the temporary building belonging to Tesco – we were part of Dewfalls Drive group and helped get Tesco to change the configuration of the store. Reinstating at Baileys Court would best serve the south of Bradley Stoke.
- It shouldn't be Pear Tree Road - the access there is awful to say the least - I think it's criminal that when Tesco Express bought the store it Bailey's Court - where access is better was allowed to close the post office there. Any Post Office should be central - so either in Bailey's Court centre - good access and parking there or Willow Brook. Think Bailey's Court would be better as it would take business towards the shops there.
- Since Tesco moved into Baileys Court, we in the area lost our post office, so site the new post office here or the new main shopping centre.

3. The Willow Brook Centre or Aldi (Brook Way) – 2 responses

Comments received include:

- Both of these outlets have good parking.

4. The Willow Brook Centre or Library/Leisure Centre – 2 responses

Comments received include:

- Somewhere central with good parking and other facilities.
- It would be lovely if it was in the Willow Brook Centre or near Leisure Centre. Being around the middle of the town would mean it's reasonably close for everyone who lives in Bradley Stoke, and many residents already visit the centre for shopping. I live in the South part of Bradley Stoke and it's a long walk to the Pear Tree Road Post Office.

5. The Willow Brook Centre or Remain at Pear Tree Road – 6 responses

Comments received include:

- Close to its current location where empty premises exist or Willow Brook Centre where there is lots of car parking.
- In the town Centre, or remain in Pear Tree and take over an empty shop unit as the Estate Agents have closed.

6. Remain at Pear Tree Road – 8 responses

Comments received include:

- The present location is fine, but there is a definite need for further facilities i.e. passport & vehicle documentation.
- The Pear Tree Road site is ok for Bradley Stoke north, however the current facilities are too limited. Use the empty agents office.
- May be a need. Pear Tree Road is important to many people.
- I think the services provided at Pear Tree Road are fine. Vehicle licenses are far easier to obtain online or via the phone
- Near to its present location. A possible site would be the empty Reeds Rains office in Bradley Pavilions.
- Pear Tree Road would be a good location

- Good location at the moment
- This post office seems to be well used and probably could be expanded to take in extra services.

7. Baileys Court – 7 responses

Comments received include:

- Behind Baileys pub because Bradley Stoke North have already got one
 - In the area adjacent to the Bailey's Court Inn and Tesco Express. Don't forget we had a post office until Tesco Express took over premises. In this area we are very poorly served. Terrible new bus service. No bank.
 - Ease of parking
 - Centrally. Webbs Wood Road
 - Baileys Court (we had one there before Tesco opened up)
 - Webbs Wood Road by the pub and Baileys Court Inn around that area for older people
 - In the 'Baileys Court' area where it was situated in "Dillons" store before Tesco's opened its express shop and would not include the post office because of their wine shelves.
8. Make the current post office larger or have it near Aldi Superstore. Also have one in the Mall in Cribbs Causeway.
 9. Possibly, as long as keeps existing staff and services and means the service can remain within Bradley Stoke
 10. Central to Bradley Stoke and on a bus route so to carry items
 11. We are a town we should have access to all a post office can offer such as tax disc applications, passports etc.
 12. Vehicle excise licence can be renewed online or by phone. Passport checking is just a money making scheme that causes longer queues. People could get a friend/colleague to check the form.
 13. Don't know
 14. Yes but only if it is open outside normal business hours i.e. after 5pm and at weekends.
 15. Anywhere
 16. A better face to face interaction, a lot of older people do not trust the net. also what is believed to be a small comment like "have you ?? " some times sparks change of mind / enlightenment
 17. The nearest post office to be able to tax the car is at Filton which can be inconvenient to get to
 18. Somewhere on the 73 bus route. The PO at Filton is only easy to get to if you have a car.
 19. In the town centre (Willow Brook) would be good but anywhere would suffice. Pear Tree Road shops or even near Aldi.
 20. Close the one in Tesco Express and open one where Aldi is located.
 21. If costs are not too excessive, then the Willow Brook Centre would be ideal, but if not then any of the shopping precincts in Bradley Stoke would be acceptable.
 22. Anywhere in Bradley Stoke
 23. Could be enlarged on current site or within the same shopping precinct at Bradley Pavilions, although this area gets very congested with parking. A more sensible option would be by Aldi or the Willow Centre.
 24. Where it could be accessed easily and where people could park
 25. I would like to have passport checking, car tax where it is or near Aldi

Section 4 – Any other comments

1. I think a town as large as Bradley Stoke, deserves to have a larger post office providing a full range of services. Currently I travel to Thornbury to buy the car tax disc.
2. It would be another good facility and stop the need to travel outside of Bradley Stoke to do many tasks – such as tax car which currently requires a specific journey to Filton or Fishponds
3. Bradley Stoke needs a main post office. Having to travel out of our area is ridiculous for passport checking etc. It's about time this issue was sorted out.
4. Because of the dreadful parking at Pear Tree Road we have in years past used the Stoke Gifford post office – easy parking, for two 74 year old persons.
5. The post office at Pear Tree Road is often very busy, especially lunchtimes. I occasionally drive to the post office at Bakers Ground/Esperto which is often quieter. I usually walk to Pear Tree Road post office.
6. The post office at Pear Tree Road is not easily accessible for residents of Bradley Stoke south (the forgotten area of the town). Willow Brook Centre is closer.
7. We need one for a big community as ours, as well as Pear Tree Road. At the end of the community down there.

8. Pear Tree Road is a nightmare to park and always so busy. I have queued for as long as half an hour on more than one occasion to get parcels sorted at the Bradley Stoke post office. I tend to go to Yate and then go shopping to make it worth my while.
9. I visit our local post office at least once a week. I can never park, the queue is also long and takes at least 10 minutes to be served, the staff are unhappy and I'm sure this is due to work pressures.
10. If enlarging the post office means relocating existing one it would need to be incorporated into existing store as it is now, because it would not be able to sell cards, paper etc. as already shops selling these items in Bradley Stoke.
11. We use the post office at Esporto Leisure Centre as parking at Bradley Pavilions is always difficult.
12. More local than Parcel Force too
13. Passport and DVLA Licensing would be an added bonus at the Willow Centre.
14. Would be convenient to be situated within walking distance
15. We and lots of our neighbours and friends use Willow Brook shopping centre on a very regular basis, not having a car it makes life hard work than having to walk to Bradley Pavilions to use the post office.
16. It would be useful to be able to collect parcels which Royal Mail find too large to go into letterboxes. At present it is difficult for people without personal transport to access Royal mail site.
17. Pear Tree Road is almost impossible to park. It is too far to walk/the same as the one at Simmonds View, Stoke Gifford.
18. The current post office is in walking distance from our house. We like it where it is. We can easily get the driving licence and passport at the Filton post office.
19. Facilities at the post office should be extended to generate more income. We don't want existing post offices to be closed (any of them). More suitable facilities for over 60's (retained cheques etc.).
20. If a larger premises cannot be sought at least more staff please. Whenever I use the Bradley Stoke post office in Tesco Express there are long queues consisting of business customers too but invariably one of the two counter assistants are completing other jobs and the position is closed.
21. We need a post office in the Willow Brook Centre
22. Yes, less charity shops. Banks and Building Societies which serve the community. A good post office could help with the bank facility.
23. To facilitate a more valued post office service. A possible move to premises in the Willow Brook Centre if available.
24. Could never comprehend why post office closed in Tesco Express in the south. Much needed facility for all age groups within the community.
25. Bradley Stoke should not need to rely upon neighbouring areas to provide a growing need of services without having to rely upon the larger supermarkets.
26. The existing post office in Pear Tree Road is just a farce. The small car park is always full: mainly due to staff from the shops using it. Two service desks (one usually closed!) is nowhere near enough. A bigger post office is required with six service desks in operation. For the record; once last December I queued for over an hour to post a parcel. Not good enough!!
27. Could we have some banks and building societies too?
28. Bank provision is poor/non-existent – hoped Willow Brook Centre would have had one or a variety of bank's cashpoints.
29. I use the post offices at Stoke Gifford Pharmacy and Little Stoke. These services are well used and we definitely need post office(s) in this area with the amount of people who live here and use the post office.
30. I have lived in my street for 13 years and use the post office regularly. My son lives aboard and need to post air mail letters here. I have no car and don't use buses. Bradley Stoke may be a good place for some people, however, older people are invisible and no one cares about their needs.
31. When getting replacement passports earlier we went to Pear Tree post office who didn't have the forms. We had to go to Filton. When we needed another form, my husband found it easier to go into Broadmead post office on the bus than get to Filton post office from Bradley Stoke.
32. Post office in Pear Tree Road far too small. Sometimes 15 people in front of you, parking is also a big problem and most of the time lunch time only one person working.
33. Post offices are an integral and necessary part of the community. They need to be local to an area, so that they are accessible to people who either don't drive or prefer not to drive.
34. We often go straight to Stoke Gifford post office because Pear Tree Road is often very crowded and the queue is long. Ideally a large specialist built post office would be ideal such as in The Galleries, Bristol – not a post office as part of another shop.
35. New post office should have adequate parking and be on a bus route for non-drivers. A post office is good for other traders, it attracts people into the area.
36. Not aware why second post office in Baileys Court Road was shut, but Pear Tree Road is always busy so area needs second office.
37. Post offices are essential not just for the services mentioned above, but many people send mail abroad which needs to be weighed for correct postage. Likewise people do send parcels – these

- services cannot be provided on the computer and it should be borne in mind that many older people who do not use a computer, even if it could do magic weighing.
38. Please do not collect our grey bin once a week (ref Conservatives announcement 30 Sept 2011), as it will encourage people to fill their bins twice as fast, & I bet the plastic recycling would diminish. Note, no collection box in Leisure Centre.
 39. I think the council should improve the parking facility at Wheatfield Drive school, because of the many activity that go on at the school, daytime and evenings, which is causing a big problem for the people who live near by.
 40. Should also have an area for picking up parcels with later opening hours, so we don't have to travel to Patchway delivery office which only has limited opening hours.
 41. There are very few parking spaces at Pear Tree Road, so I now get a courier to collect parcels from me
 42. A full fledged post office is a necessity in Bradley Stoke.
 43. The biggest issue for me is the consistently long queues. This is not the fault of the staff, just the fact that there are only 2 counter positions and therefore they can only cope with so many customers at one time.
 44. Keep post office in Pear Tree Road as well as any additional
 45. We had a post office at Baileys Court which was very much used by the locals and needs to be reinstated.
 46. We are having a retirement village built next to town centre by McCarthy and Stone and many older people rely on a post office. At the moment they would have to catch a bus to Pear Tree Rd
 47. I would definitely use it for further services such as car tax, passport checking etc if it were available
 48. Who uses a post office these days? they have no purpose, they are never open when decent hard working people need them anyway.
 49. A TOWN needs a full-service post office, which is accessible to everyone. Not everyone in the south of the TOWN (eg far end of Ellan Hay Road, can get up to the north where the existing sub-branch is.
 50. The existing one is too small, is too difficult to park and is always busy.
 51. It must be impossible for the elderly in some parts of Bradley Stoke to easily access a post office - without driving or taking a bus/taxi. Palmers Leaze, for example, must be bang in the middle of the post office at Pear Tree Road, the one at Winterbourne and the one at Stoke Gifford, all a 40/45 minute walk for me and I am still healthy and fit!
 52. If a bigger post office, then it must offer the additional services (or else it's a bit pointless expanding it) and ideally be open on at least Saturday mornings as well for those of us who work during the week.
 53. A Post Office is a vital facility for the Community
 54. Post offices are for poor folk
 55. I have been so fed up with Bradley Stoke post office in terms of car parking and long queues that I now tend to go to McColls in Stoke Gifford, next to Esporta. The car parking is easier and there is hardly any waiting time.
 56. We need something for people living in the centre/south of Bradley Stoke. There are few banking opportunities now that the Halifax has closed, and post offices provide a good alternative to this. Those living in the south of Bradley Stoke have nothing within easy walking distance. It is either Pear Tree Road, or Stoke Gifford
 57. The PO at Pear Tree is inaccessible for those without vehicles in South BS - unless it's a bus or long walk! Doesn't offer enough services.
 58. If we could have a post office that offers more services this would be a massive boost to the area. Currently for the 3 main reasons I've mentioned above (passports, car tax & renew driving licence) that I have had to use a post office for this year I have had to go to 3 different branches which is absolutely ludicrous. It adds to traffic on the roads and not only that but I also end up spending more money in the shops surrounding these post offices as they are not normally shops I would visit - take Yate as an example. I'm sure if one were to open near Tesco's it would give the centre a boost and make it feel more like a community.
 59. A post office always acts as a hub in the community, and Bradley Stoke needs a 'proper' post office delivering all of the Royal Mail services on offer to our community. Currently we have to travel to Filton (if the post office still exists there?) or further to access all services.
 60. Pear tree rd PO is too small and crammed into corner of Tesco express. It doesn't supply enough PO services.
 61. With the size of the population within the Bradley Stoke area we require a Post Office which will provide a full range of services with easy access. Currently to obtain all services we have to go to drive to Filton or Patchway to collect undelivered parcels.
 62. I would like to see a larger post office in the town centre but not if it meant the Pear Tree road one closing as this is only a five minute walk from me. The queues at the existing post office are often very long so a new PO would help to relieve some of this.

63. As there is no other bank or building society in Bradley Stoke the post office offers valuable banking services in addition to its postal services. The Post office may find the captive audience beneficial for promotion of its insurance services, savings account etc. as well as it being a valuable service for the community.
64. The queues in the Pear Tree Road PO are usually far too long. Increased provision would be welcome.
65. A full fledged post office is required at Bradley Stoke
66. I enjoy using the post office and believe it a service to be proud of
67. Parking at pear tree pavilions is terrible and puts me off using that branch I will travel to another branch as I often can't park there. The queues are always long when I go in there.
68. I think it would be easier to access if it were part of the Willow Brook Centre as parking can be difficult around the Pear Tree Road site.
69. If we were to get a larger post office it would be good if it also sold other things too e.g envelopes parcel packets, pocket money toys for children etc..
70. I feel that a town the size of Bradley Stoke should have a "proper" Post Office where you should be able to get car tax, passport checks etc. I purposely use the Post Office to pay my Council Tax, Car Tax and to buy individual stamps as too many post offices around the country are disappearing as people increasingly use the internet for these facilities and also tend to buy there stamps in books in supermarkets etc.
71. Further to the above, the Post Office should be on premises of its own instead of being part of a major store thereby giving more space to its customers
72. I appreciate that there is the option to carry out a number of functions on line but even in my 40's and someone who uses the computer and internet, there are many thanks I still choose to do face to face as shown above. Parking at the current post office facility in Pear Tree Road is especially bad. The car park is small and often there is no parking on site.
73. It is a real pain not having a proper post office in Bradley Stoke. I find myself going to town to do the jobs that I need.
74. With many products and services already located at the Willow Brook Centre which has generous free car parking spaces, it needs to become a one-stop shop location to afford people the convenience of doing all their personal business
75. It would be handy to have a pay point nearer than Pear Tree Road
76. The parking is appalling at the Pear Tree Road Post Office, so a central one at the Willow Brook would make much more sense.
77. I live in south Bradley Stoke and don't drive. I think it's very bad, that there isn't one serving this side of town.
78. For where we live all that is needed is to bring back the Post Office at Bailey's Court that Tesco should not have been allowed to close.
79. Post Office provision in Bradley Stoke reduced by half when Tesco took over the Martins stores at Bradley Pavilions and Baileys Court and closed the office at the latter. Neither of these former offices offered the full range of services anyway. 2 counters for the whole of Bradley Stoke is entirely inadequate. The nearest office offering car tax and passport services is now Filton with the closure of the former Patchway office. As an example of good practice I would commend the Fishponds post office within the Co-Operative store. Spacious, many counters, full range of services.
80. Parking provisions at the Pear Tree Road Post-office are inadequate - the provided parking spaces are always full, resulting in motorists parking/waiting in unhelpful places, making it difficult for pedestrians to navigate the area, and making the road itself challenging for motorists. It seems that the Pear Tree Road Tesco <> Post-office collaboration is a great success. As long as initiatives like this continue, coupled with support from banks, I think the Post-office will go from strength to strength. Post while you shop, or shop while you post - whichever you like :)
81. Bradley Stoke has now grown to a large town and should have more facilities such as Banks and a Larger Post Office where you can get your Car Tax and Passports Forms
82. The PO in Pear Tree Road is useless. Parking there is a nightmare and it is too far from here. I always use the PO in Stoke Gifford near Esporta instead which is the same distance and has easy parking.
83. It is about time that Bradley Stoke and the business district of Aztec West got a centrally located main Post Office, that has access to ample parking that would not affect residents (as is the case with Post Office in Pear Tree Road) and is easily accessible by bus.
84. Although it is possible to renew tax discs on line, many older people cannot use this method, similarly if you need to get a tax disc urgently because you have left it rather late or wish to pay in cash, the post office is the only option.
85. Passport checking at the post office speeds up the process, but it would be good to get the passport locally. Since we lost the post office at Baileys Court Bradley Stoke only has one post office, disgraceful for a town of it's size.

86. Parking at the existing site is awful, moving it into the Willow Brook centre makes more sense. The facilities that it offers also need to be increased. It is wrong that passports and car tax can't be done here and that we have to go into Bristol to do these things.
87. Whenever I go to the post office it is always busy so is obviously necessary to our community and well supported.
88. Pear Tree Road Post Office is too small and not central in Bradley Stoke. There are long queues especially at lunch time and prior to Christmas. There is inadequate car parking which is even worse in the afternoon prior to parents collecting children from the school in Pear Tree Road. Car taxing facilities would be useful for people without internet access. Yate Post Office has a Passport Only window and this would be useful in Bradley Stoke.
89. As a family we use the post office regularly and will always support it.
90. We should have a Post Office that is independent of Tesco and their ambitions to take over the world.
91. Bradley Stoke is one of the largest towns in Europe and yet has a pokey post office tucked away in a shop. It offers very limited services and the staff border on ignorant. Due to this, I, personally send all my items etc at the Stoke Gifford or Winterbourne branches, where the staff are friendly, polite and do not overcharge for postage!! Please open a larger post office in The Willow Brook Centre and employ new, friendly staff!!
92. Why should I have to travel to Yate or Filton to get a passport or car tax form, taking me away from the shops in our town
93. I avoid using the Pear Tree Road post office because of the atrocious parking, & use one either in Winterbourne or elsewhere.
94. A post office is an integral part of a town centre or high street. A community resource.
95. A large post office, fully staffed (thus reducing queues) and providing a full range of services is long overdue in Bradley Stoke.
96. Would be useful for more provisions even though a lot of these can be done online, this service would accommodate those without a computer
97. The Pear Tree Rd location seems a bit out on a limb, a more central location would be fairer to all residents, especially those without transport
98. Most people have to drive to their nearest PO and Re Pear Tree Road - often unable to park near. I feel Willow Brook Centre is the 'heart' of Bradley Stoke and the main shopping area.
99. I find having to go to Patchway to collect a parcel difficult, especially as there is only one week day that you can collect in the evening, this should be open later to provide for people who work office hours!
100. Essential service - must be retained
101. Post Office should have parcel collecting facility, to stop having to go to Patchway.
102. At present I use Stoke Gifford Post Office because it is nearer than Pear Tree Road.
103. It is all well opening a larger post office in this Community but it needs to be staffed well. Pear Tree Road have wonderful staff but a majority of the time when I go in there only 1 person is serving even when there are 2 staff and it is always very busy. Parking has become increasingly difficult as well. Possibly a slightly longer opening time as well would be ideal.
104. It would be a complete inconvenience if I was unable to use Pear Tree Rd Post Office to send parcels, etc and would mean that I would have to drive to a Post Office, increasing my carbon footprint and adding to the already busy Bradley Stoke traffic at peak times
105. Parking at the Pear Tree Road PO is a nightmare! Also they are often very busy and queues are slow.
106. The current post office is far too small and there are always long queues. It is also very difficult to find a parking space during weekdays and I usually travel further afield to get a better service.
107. It would have been useful if you had also reviewed the unnecessary closure of the post office facilities in Baileys Court.
108. I think the Post Office is fine situated where it is
109. The Pear Tree Road PO is my nearest, and the one I use. A fairer answer to Q3 would be "not applicable". I do not go abroad, and I do not own a car, so I have no need of passport checking or vehicle excise licensing. I'm not sure what the "etc" might cover.
110. I was surprised not to find a larger Post office facility when I moved here. I have to drive to Filton for vehicle tax and often go to Stoke Gifford Post office rather than Pear Tree Post office as it more conveniently sited for me. However to have a large Post Office at the Willow Brook centre would be excellent as it would centrally positioned for Bradley Stoke town and convenient for parking.
111. I have used the smaller post office at Pear Tree Road and in Little Stoke but when I have a choice I prefer the larger post office in Winterbourne.
112. We need another sub post office like Pear Tree Rd at the Bailey's Court end of Bradley Stoke (as indeed we had until Tesco Express appeared).. Queues are regularly taking half an hour at lunchtimes at Pear Tree Rd as they don't have sufficient staff on and it's not a convenient location for many of us. I would like to see a big Post Office at The Mall, Cribbs.

113. It would be nice to have mail collection from a Post Box at Tesco that is emptied more than once a day.
114. The current post office is very difficult to access - parking is limited and the car park is badly laid out. The location at the back of the Tesco store means sharing space with Tesco customers, queues are often long and the doors to the store are old, heavy and difficult for many people to manage. I often prefer to drive to the post office at Ratcliffe Drive, Stoke Gifford as parking and access are easier and service is faster.
115. The existing post office is a valuable commodity in such a large town which already suffers from lack of facilities. The current position is excellent, and like many local residents, I would not want this to change.
116. The Post Office also offers a banking option and as there aren't any banking facilities in Bradley Stoke this would be very welcome.
117. Bradley Stoke is now a large town. The current post office is constantly under pressure, and no longer can provide the service to this population. Also with the number of people coming to work in adjacent office locations/businesses, it is also serving these people.
118. We have needed other services like passport checking, drivers licence renewal etc. but I had to go to Fishponds for that.
119. It is a disgrace that Bradley Stoke does NOT have a post office that can offer a full range of services. Passport, road fund license etc. If it were to be located by Tesco's it would be in walking distance of most of Bradley Stoke.
120. I use the post office in Bradley Stoke a lot as I am an organisation leader and need access to a PO very often to bank my takings and to get change. It is quite small and as I work fulltime as well I tend to have to go at peak times and queue for sometimes up to 30 minutes to wait for a free cashier. This is very frustrating when you have a million and one other things to be getting on with!
121. Needs a better post office with more facilities
122. It is always busy at Pear Tree
123. I think the post office is necessary, but would be better located and more frequently used if it was in the Willow Brook Centre.
124. We do vehicle excise and road tax online. We use the big post office in town (Bristol) for some passport and driving licence items.
125. Bradley Stoke is still poorly served with regards to shops and facilities, given the population figures of the town. It is essential for the town to continue to flourish and meet its expanding residential needs and a larger Post Office to accommodate all the residents would be a welcome way forward.
126. We are equidistant from Pear Tree and Symonds View post offices but always use Symonds View due to less queuing and adequate parking. Also travel to Filton Post Office for Passport services.
127. I can not believe that an area like Bradley Stoke could be created and have so many people living here and have a tiny 2 position post office in Pear Tree Road. It can take anything up to half an hour to get served in there and get out. What a ridiculous situation.
128. Think a post office, no matter what services it offers, should be situated in the Willows Brooks Centre because the parking at the post office at Pear Tree Road is ridiculous.
129. There used to be one at Baileys Ct, but at the moment, for me, it's either Stoke Gifford or Filton.
130. Even if it was not feasible to create a new post office with extra facilities the current one is too small and needs another person working the counter. All too often one of the two counter staff are busy dealing with all the other work required of them instead of manning the counter, consequently there is often only one counter in operation.
131. If unable to get a bigger Post Office consider moving it to somewhere more central which is easier for everyone to get to!
132. Seriously, it is inexcusable for an area the size of Bradley Stoke to be without full Post Office services.
133. As a pensioner it would be better to have more shops at Winterbourne road end of the estate, we only have Tesco small shop and they are dearer than the main Tesco.
134. Pear Tree Post Office should have more positions as there are often long queues and at times only one position open. I would also like to see a few more disabled parking places at Pear Tree post office I would like to tax my car there as the post office in Patchway has closed and Filton post office is a far distance. I think the post office is the backbone of a town.
135. The queues at the Pear Tree Road Tesco's are incredibly long, post office provision is inadequate for a town of this size.
136. The Post Office in Pear Tree road offers very limited service, and poor facilities for customers. Limited or no choice of packaging to use, No area to complete any paperwork, and limited parking space in small car park. As Per Question 1 - I ended up going to Patchway Co-op. Lets make it as good as the post office in "The Galleries" in Bristol.

137. Easy parking is vital. parking around the existing post office is a nightmare - 'log jam' comes to mind. I even resort to going to the Little Stoke post office, even though it's opening hours are very 'old school'. - that's my second point, opening hours should be as flexible as possible i.e. not shutting at lunchtime when this may be the only time I can get there! It was so much better when there was a second post office in the Dixons (now Tesco express) at Baileys Court. Thank you for asking.
138. We definitely need one. Bradley Stoke serves a large community, and the closest post office to me is in Stoke Gifford, but this doesn't do car tax/passports, so I have to go into the city for these things. I would rather have one at Willow Brook centre.
139. Also increase the services offered from the post office
140. As there is less facilities at Bradley Stoke I go to other nearby post offices
141. There is a great need for a bigger post office in Bradley Stoke as we have to go to Filton Post office for our other needs.
142. It would be great to have a post office in the local shopping centre as there is never anywhere to park at the Tesco Express.
143. The existing post office isn't often accessible as the parking at Pear Tree is poor.
144. Cannot understand why Tesco didn't move the Pear Tree Road one when it built the Willow Brook Centre!
145. It would be good if the Willow Brook Centre could attract a major high street bank such as Barclays to give a key banking facility for the community.
146. The post office at Pear Tree gets very busy. We have to wait to long to be served. When we came to live here there was one in Tesco.
147. Bradley Stoke covers such a wide area – it would be nice to have a shuttle bus to reach all the shops. Without transport it makes shopping difficult and very limited in choice. We do need banks in Bradley Stoke.
148. The post office at "Simmonds View" is not within walking distance for most people. Also this means Stoke Gifford has two post offices, the second being in JRW Billing, Chemist shop.
149. I know many people can do things via the phone or internet, but if not, why should we have to go and queue at Filton post office. We are called a TOWN, so why not the post office with facilities to go with that status!!