



Quids In Case Study: Tackley Village Shop and Post Office

Commission for
Rural Communities
Tackling rural disadvantage

What is it?

The Tackley village shop in Oxfordshire is one of around 170 community owned village shops in England, Scotland and Wales. A community owned shop is one in which there has been some community involvement in setting up or running the shop. Two-thirds of community owned shops have post offices on the premises. The Village Retail Services Association (ViRSA) is a national organisation promoting and supporting the growth of these shops.

How does it work?

Tackley's previous shop closed down in 1999 and the post office in 2000. There is only limited public transport for going into nearby villages and older residents, and groups including older people, people with restricted mobility and those with no private transport, were finding it hard to access post office services.

A small group of residents consulted the local community about they wanted and a shop and post office were clear priorities. Around 80% of the set up costs were raised from grants and the rest from village fund-raising events. Tackley opened its new shop and post office in 2004. The post office is open every day except Sunday and provides the full range of financial services available from post offices. Volunteers can work in the shop but only trained staff work in the post office.

What are the key features?

- The premises include a coffee shop and are accessible, close to the primary school, sports area, playground and have plenty of parking space
- The post office is highly valued by local people, and the most popular services include personal banking services
- The success of the shop and post office is linked to building trust in the local community
- The shop and post are now the hub of the village and have revived a sense of community
- Success is seen locally as dependent on fully engaging the local community and keeping people informed
- Local champions are important in leading similar projects
- The shop and post office have had a major impact on social inclusion and the health of the community