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«Postcode»

7 August 2017

Dear «u_name»

Alcester Post Office®
36 High Street, Alcester, B49 5AA

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 30 High Street, Alcester, B49 5AB, where it will operate as one of our new main style Post Office branches.

We received 9 individual responses from customers and local representatives during the local public consultation period. The main feedback commented on accessibility into the branch and the availability of space within the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

Clearly, 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 possible. There are steps at the entrance of the new premises, however, I'm pleased to confirm that the new operator will be making adjustments to improve access for customers. The new operator plans to install a permanent access ramp, subject to planning permission. If planning permission is not granted, a portable ramp will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users. A handrail will also be provided at the entrance to assist customers to negotiate the step.

Inside the new premises, the new main style branch will be built in line with Post Office specifications within a dedicated Post Office area, incorporating one security screened serving position and one open plan serving position. We have worked closely with the new operator on the internal layout and some fixtures, fittings and retail stock have been re-aligned to ensure clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches.

Additionally, there will be a Post Office serving point located at the shop counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer longer opening times than the main Post Office counter, providing customers with the flexibility of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. It is our understanding that the Royal Mail sorting office function will be unaffected by the move and customers will still be able to collect undeliverable mail items from the current location. Customers can also access the full range of Post Office products and services at Studley Post Office, which can be reached by a direct bus service. Full details of the new branch are provided at the end of this letter.

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, I am confident that this move will benefit the local community through a modern refurbished branch with longer opening hours, allowing customers good access to Post Office services whilst helping to provide future sustainability for the branch.

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: **15324699**

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours sincerely



Suzanne Richardson
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.**

This document is also available to view online, 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.

Details of the new service:

Alcester Post Office information sheet															
Address	30 High Street Alcester B49 5AB														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Fri	09:00 – 17:30														
Sat	09:00 – 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>07:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	07:00 - 17:30	Sun	Closed										
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Sun	Closed														
Distance	40 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be 3 serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours times offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Subject to planning permission a permanent ramp would be installed. Should planning permission not be granted, a portable ramp will be made available on request, along with clear signage and a bell. Internally, there will be a hearing loop, a low level writing desk and space for a wheelchair.</p> <p>Parking/Buses There is time restricted roadside parking with disabled bays outside the proposed premises.</p>														
Retail	Confectionery, Tobacco & News retailer														