



Dear Customer

**Alvechurch Post Office®  
1 Bear Hill, Alvechurch, Birmingham, B48 7JX**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Simply Fresh, 14 The Square, Alvechurch, Birmingham, B48 7LA, where it will operate as one of our new local style Post Office branches.

We have received 31 individual responses from customers and local representatives during the local public consultation period. The feedback welcomed the retention of Post Office services locally, with customers commenting favourably about the more central new location, easier access into the proposed shop and longer opening times the new branch would provide. This feedback helped me to understand customers' views and to make sure that all such information was taken into account in finalising our plans.

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. I am pleased to confirm that the new operator will be making improvements to access both into and within the premises as part of the refurbishment of the store before the new branch opens. A new entrance will be created to the side of the premises with a wide automatic door. The area in front of this new entrance will be re-surfaced, providing easier access to the new Post Office.

Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into and within the premises, including the aisles and the queuing area, which will be kept free from obstructions and adequate room will be provided for customers to move around the shop and access Post Office services without difficulty.

Staff will be fully trained in Post Office transactions with 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 and the cash and stock entrusted to the operator's care.

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. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. Customers can also access the full range of Post Office products and services at West Heath Post Office.

The change also means that Post Office times are aligned to the shop so customers will benefit from longer opening hours, including lunch times and longer opening throughout the week, so they have more flexibility and can use our services seven days a week and at times that suit them better. Details of the new branch are provided at the end of this letter together with a list of products and services that will be available.

I have carefully considered our original proposal, the feedback received during the local public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, 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 long term viability and future sustainability for Post Office service provision in the local community.

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](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 156201.

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](http://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](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

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 03452 66 01 15 or Textphone 03457 22 33 55.**

**Alvechurch Post Office information sheet**

<b>Address</b>	<p align="center">Simply Fresh 14 The Square Alvechurch Birmingham B48 7LA</p>														
<b>Opening hours</b>	<table border="1"> <tr> <td>Monday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>07:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>07:00 – 21:00</td> </tr> </table>	Monday	07:00 – 21:00	Tuesday	07:00 – 21:00	Wednesday	07:00 – 21:00	Thursday	07:00 – 21:00	Friday	07:00 – 21:00	Saturday	07:00 – 21:00	Sunday	07:00 – 21:00
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<b>Distance</b>	70 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be level with a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Time restricted parking with a designated disabled bay is available within The Square.</p> <p>There is also a free car park with marked disabled bays within 130 metres behind the Red Lion Pub.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed														

