



Dear Customer

Local public consultation – Decision

Amington Post Office®
Amington Convenience, 264 Tamworth Road,
Amington, Tamworth, B77 3DG

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into Spar Stores at Kerria Road, Amington, Tamworth, B77 4EW, where it will continue to be operated by the existing postmaster.

We are sorry for the delay in confirming our decision. I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Sunday 17 July 2022, with the new branch opening, at Spar Stores, Kerria Road, at 07:30 on Tuesday 26 July 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

- Bolehall Post Office, 95 Amington Road, Bolehall, Tamworth, B77 3LN
- Silver Link Post Office, 66 Caledonian, Glascoate Heath, Tamworth, B77 2ED

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Appendix A

Response to Local Public Consultation

Consultation started 5 March 2021

Consultation ended 16 April 2021

Consultation responses

- 42 responses from customers and a local representative

Key issues raised

- Distance, Route and Location
- Safety and Security
- Parking and Public Transport

Response to issues raised

Distance, Route and Location

The new premises are located within 0.6 miles from the current branch along varied terrain. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the branch into a new retail environment, will continue to operate as one of our local style branches and this will help secure the long-term future of Post Office services to the community in Amington.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible. I can confirm the new premises will have wide automatic doors with level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Safety and Security

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The postmaster will engage with the community police in the event of any anti-social behaviour outside and around the Spar Stores.

Parking and Public Transport

While I acknowledge the concerns raised about traffic congestion and parking in the area, it is fair to say that this is a problem faced in many locations nationwide. When looking at service provision in an area, we are mindful of the needs of our customers and although traffic conditions and the availability of parking spaces are issues outside the direct control of Post Office Limited, I have further reviewed parking at the new premises.

I can confirm there will be a dedicated customer car park adjacent to the new premises for up to 15 cars. I am therefore satisfied that there will be adequate car parking at the new branch to meet the needs of customers using the new Post Office.

For customers using public transport, Amington is served by the bus service to the new premises. The bus service on route number 5 runs frequently and the bus stop is located on Woodlands Road at the corner of Jasmine Road. The nearest bus stop is located within 50 metres from the new premises and there are local buses serving the surrounding area.

Unfortunately, we are not able to provide an external Post Office branded cash machine at the new site. If required, customers can also access 24-hour ATM facilities at our nearby Silver Link Post Office branch.

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.

Appendix B

Amington Post Office Information Sheet

**Spar Stores
Kerria Road
Amington
Tamworth
B77 4EW**

New opening hours

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

During the Coronavirus pandemic the branch may need to make changes to its opening hours.

The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have wide automatic doors with level access. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 0.6 miles away from the current branch, along varied terrain.

There will be a dedicated customer car park adjacent to the new premises for up to 15 cars.

Public transport is available to and from the surrounding areas.

Retail

Convenience Store

Date of move

Tuesday 26 July 2022 at 07:30

Amington Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✗
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Products marked ✗ are available at Bolehall Post Office, 95 Amington Road, Bolehall, Tamworth, B77 3LN	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 13:30
Other Products are available at Silver Link Post Office, 66 Caledonian, Glascoate Heath, Tamworth, B77 2ED	Opening times: Mon – Sat 07:00 – 19:00 Sun 07:00 – 14:00

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk
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Comments@postoffice.co.uk
Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ³ and ⁴ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.