



Dear Customer

**Ashtons Green Drive Post Office®
11 Ashtons Green Drive, St Helens, WA9 2AP**

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 McColl's Retail Group, 7 Ashtons Green Drive, St Helens, WA9 2AP, where it will operate as one of our new local style Post Office branches. We received a 3 comments from customers and local representatives during the consultation period, all in support of the move.

We wrote to you last year to advise the operator had decided to delay the move of the branch to their premises next door, however, I am now pleased to confirm that McColl's will now move the branch in spring of this year.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. Access is via a ramp and a wide automatic door at the entrance. Inside, the new branch will be 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 and some fixtures, displays and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, shopping aisles and the queuing area will be kept clear of obstructions and adequate room provided for customers and a wheelchair to move around the store without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. I would like to assure you that we will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and 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. With regards to the post box, the provision of posting facilities remains the responsibility of Royal Mail, however they will be made aware of our plans and a request will be made to them to provide a post box near the new branch.

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. The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including lunch times, Saturday afternoon, Sunday opening and longer opening times throughout the week, giving customers greater flexibility to access our services and at times that suit them better. 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.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on Post Office customers. 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 providing Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office services in the local community.

The current branch will close at 17:30 on Thursday 3 May 2018, with the new branch opening, at McColl's Retail Group, 7 Ashtons Green Drive, at 13:00 on Friday 4 May 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

- **Higher Parr Street** Post Office, 135 Higher Parr Street, St Helens, WA9 1DA

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: 237434

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.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

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

Ashtons Green Drive Post Office information sheet															
Address	McColl's Retail Group 7 Ashtons Green Drive St Helens WA9 2AP														
Opening hours	<table> <tr><td>Monday</td><td>07:00 – 22:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 22:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 22:00</td></tr> <tr><td>Thursday</td><td>07:00 – 22:00</td></tr> <tr><td>Friday</td><td>07:00 – 22:00</td></tr> <tr><td>Saturday</td><td>07:00 – 22:00</td></tr> <tr><td>Sunday</td><td>07:00 – 22:00</td></tr> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Distance	10 metres away from the current branch, along level terrain.														
Accessibility & accessibility works	<p>Access and facilities The proposed premises would have a wide automatic door and level access. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking There is time restricted parking with a disabled bay nearby.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Friday 4 May 2018														

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.

Ashtons Green Drive Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

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. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
On demand travel insurance	x
Travel Insurance referral	✓
Payment by cheque	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Products marked x are available at Higher Parr Street Post Office 135 Higher Parr Street, St Helens, WA9 1DA	<div>Opening times:</div> <div>Mon – Fri 08:30 – 17:30</div> <div>Sat 09:00 – 15:00</div>