



Dear Customer

**Audlem Post Office®**  
**Previously located at : 16 Stafford Street, Audlem, Crewe, CW3 0AP**

**Local Public Consultation Decision**

I'm writing to confirm that we've proceeded with the re-opening of the above branch at Llovely, 11 Cheshire Street, Audlem, Crewe, CW3 0AH, where it commenced operating as one of our new local style Post Office branches on Monday 4 December 2017.

We received 5 individual responses from customers during the local public consultation period. The feedback welcomed the restoration of Post Office services in Audlem and the ease of access to the new location.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback about the move and we are delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

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. The new premises are sited within a courtyard with a car park opposite. Inside, the new branch is 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 have been working closely with the new operator on the internal layout to ensure there is clear access into and within the premises and customers have space to move around and access Post Office services without difficulty.

Staff have been trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We have also been 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 are 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 is being operated 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. Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

The new branch opened at, Llovely, 11 Cheshire Street on Monday 4 December 2017.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the site you can use the search function to find this letter either by branch name, postcode or the unique branch code 154206

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.**

We've published our final plan on-line, 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.**

**Audlem Post Office information sheet**

<b>Address</b>	Llovely 11 Cheshire Street Audlem Crewe, CW3 0AH												
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>08:30 – 17:30</td></tr><tr><td>Tuesday</td><td>08:30 – 17:30</td></tr><tr><td>Wednesday</td><td>Closed</td></tr><tr><td>Thursday</td><td>08:30 – 17:30</td></tr><tr><td>Friday</td><td>08:30 – 17:30</td></tr><tr><td>Saturday</td><td>08:30 – 17:30</td></tr></table>	Monday	08:30 – 17:30	Tuesday	08:30 – 17:30	Wednesday	Closed	Thursday	08:30 – 17:30	Friday	08:30 – 17:30	Saturday	08:30 – 17:30
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Saturday	08:30 – 17:30												
<b>Distance</b>	200 metres away from the previous branch, along level terrain.												
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.												
<b>Accessibility &amp; accessibility works</b>	<b>Access and facilities</b> There is a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.  <b>Parking</b> There is a large free car park opposite the premises.												
<b>Date of opening</b>	Monday 4 December 2017												

**Audlem Post Office® services available**

**Your operator 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	✓
Other products are available at <b>Nantwich</b> Post Office, 32 Pepper Street, Nantwich, CW5 5FH	Opening times: Mon            08:30 – 17:30 Tue – Fri     09:00 – 17:30 Sat             09:00 – 16:00