



Dear Customer,

Local public consultation – Decision

**Birmingham Post Office
1 Pinfold Street, Birmingham, B2 4AA**

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 TGJones retail store at 31-33 Union St, Birmingham, B2 4SR where it would be run by our retail partner TGJones.

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.

Your new branch is due to open at its new location on Thursday 6 November 2025 at 13:00. However, we recognise our branches can become busier as the Christmas season approaches, and therefore we will also be continuing services at the current premises to assist with the initial set-up of the new branch for a short period of time. The current branch will close on Tuesday 18 November 2025 at 15:00, however, it will reopen on Wednesday 19 November 2025 at 13:00 and be run on an interim basis by our franchise partner ZCO Ltd. During this transition, there may be reduced counter services available at the new TGJones location, however, there will not be any serving counter changes at the current branch. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 30 July 2025

Consultation ended 17 September 2025

Consultation responses

- 24 responses from customers

Key issues raised

- Access and Internal Space
- Distance
- Anti-social behaviour
- Counter Positions
- Services Available and Opening Times

Response to issues raised

Access and Internal Space

Access at the new location is level with two automatic doors. During the consultation period, some feedback highlighted concerns about doors being faulty. We want to reassure you that these issues will be fully resolved, and all necessary repairs will be completed before the new branch opens. Internally, the new branch would be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We would be working closely with the new operator on the internal layout and some fixtures and fittings may be re-aligned or removed to make sure there is clear access into the premises, ensuring that there will be sufficient space to move about and access services inside the proposed new premises with aisle widths and turning circle compliant with Post Office accessibility guide. Subject to Health & Safety considerations, customer seating will also be provided.

Distance

The new premises are located approximately 550 metres from the previous site. 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. For customers using their own transport there, there are two pay by phone car parks in the vicinity of the new premises with dedicated disabled parking bays. For those using public transport to get to the new branch, the nearest bus stop is approximately 110 metres from the new location.

Anti-Social Behaviour

Although matters such as anti-social behaviour 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 will 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.

Counter Positions

There will be four open plan serving positions. Three self-service machines will be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the retail operator to make sure service standards are maintained.

Services Available and Opening Times

More recently DPD services have been available at the current branch and both this and Evri services will be available at the new location when it opens. The opening hours will also be increased Monday to Friday to match the current branch and will now stay open until 18:00. On Sundays the branch will be open from 11:00 – 17:00 and not 10:00 to 16:00 as previously stated.

Appendix B

Birmingham Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
TG Jones, 31-33 Union St, Birmingham, B2 4SR																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>11:00 – 17:00</td></tr></table>		New opening times		Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 17:30	Sunday	11:00 – 17:00
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Sunday	11:00 – 17:00																
Products and Services																	
The same range of services will still be available except for the customer ticketing system.																	
Serving positions																	
There will be four open plan serving positions. Three self-service machines will be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels.																	
Access																	
Access will be level with two automatic doors at the entrance to the new premises. Low-level serving counters, a low-level writing desk, pin pads and hearing loops will be available.																	
Getting there																	
The new premises will be located approximately 550 metres away from the current branch, along varied terrain. There are two pay by phone car parks in the vicinity of the new premises with dedicated disabled parking bays. There is a regular tram/bus service available between Birmingham branch and this Post Office service.																	
Store retail available	Books, Stationery, Magazines, Toys, Snacking																

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.

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

We sell Royal Mail and Parcelforce Worldwide services.

Postage services from other companies are also available in selected branches

Services available	New Branch
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express Services	✓
Parcelforce Express 48 Large	✓
DPD - Buy in branch	✓
DPD - Drop off and collections	✓
Evri - Buy in branch	✓
Evri - Drop off and collections	✓
Post & Go	✓
Pay Bills & Top Up	
Pay Bills and Top up	✓
Passport Applications	
Paper Check & Send - New & Renewals	✓
Digital Check & Send - New & Renewals	✓
Licence Applications	
SIA Licence Application	✓
Identity Services	
Document Certification Service	✓
In Branch Verification	✓
Driving	
DVLA Photocard Renewal	✓
Vehicle Tax	✓
Travel	
Foreign Currency	✓
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Western Union	✓
Savings application forms	✓
Savings Account ID Verification (free)	✓
Bank of England Banknote Exchange	✓

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.

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 branch⁵
- 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-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

⁵ 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.

⁶ 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.