



Dear Customer

Local public consultation – Decision

**Bridget Street Post Office
103 Bridget Street, New Bilton, Rugby, CV21 2BU**

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 AA Filling Station - Premier, at 54-56 Lawford Road, Rugby, CV21 2EA, where it will be operated by a retail partner. The branch will be known as Lawford Road Post Office and operate as one of our local style branches.

We 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 13:00 on Monday 14 November 2022, with the new branch opening, also at 13:00 on Monday 14 November 2022. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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 19 May 2022

Consultation ended 30 June 2022

Consultation responses

- 23 responses from customers and local representatives

Key issues raised

- Route and Location
- Parking
- Premises & Internal Space
- Safety

Response to issues raised

Route and Location

With any relocation it is inevitable that whilst some customers will have an easier journey, or find the premises are closer than at present, regrettably others will have further to travel. We can only apologise for this, and we remain confident the move will not significantly impede customer access to Post Office services.

The new branch will be located approximately 600 metres away from the current branch, along varied terrain. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Bridget Street. When the branch moves it will be known as Lawford Road Post Office.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide and whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out. Although there is limited parking available at the forecourt of the new premises, we can confirm for Post Office customers the new postmaster will be providing signposted parking in a dedicated area on the forecourt of the new premises for two cars. Additionally, works will be completed on the forecourt to provide a clearly marked designated disabled parking bay outside the shop. We can also confirm that there is time restricted roadside parking available within 50 metres on Lawford Road and there is limited roadside parking available on Plowman Street adjacent to the new premises.

Premises, Internal Space and Safety

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 and operating as one of our local Post Office models will help secure the long-term future of Post Office services in the local area.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. I can confirm access is level and there is a wide door at the entrance to the new premises. Internally, there will be a hearing loop and space for a wheelchair. Additionally, the new operator will carry out works to create a marked pedestrian walkway, from the pavement in front of the forecourt to provide safe access to the entrance of the new premises.

Internally the new branch will 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 will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers.

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.

Products and Services

A range of services will continue to be available at the new branch. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours. The full range of Post Office products and services are available at Rugby Post Office.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week 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.

Appendix B

Lawford Road Post Office Information Sheet

AA Filling Station - Premier
54-56 Lawford Road
Rugby
CV21 2EA

New opening hours

Mon - Fri	08:00 - 19:30
Sat	09:00 - 19:30
Sun	11:00 - 16:00

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

A 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 a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Additionally, the new agent will carry out works to create a marked pedestrian walkway, from the pavement in front of the forecourt to provide safe access to the entrance of the new premises.

Getting there

The new branch will be located approximately 600 metres away from the current branch, along varied terrain.

There is limited parking available at the forecourt of the new premises. However, the new agent will be providing parking in a dedicated area on the forecourt of the new premises for two cars, for customer use, which will be signposted.

The new agent will also complete works at the forecourt of the new premises to provide a designated disabled parking bay outside the shop, which will be clearly marked.

Time restricted roadside parking will be available within 50 metres on Lawford Road.

There is limited roadside parking on Plowman Street adjacent to the new premises.

Retail

Convenience Store with Petrol Station

Date of move

Monday 14 November 2022 at 13:00

Lawford Road 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	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	✓
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	✓
National Lottery Terminal	x
Payment by cheque	x
Products marked * are available at Rugby Post Office, 20 Albert Street, Rugby, CV21 2AA	Opening times: Mon – Fri 09:00 – 17:00 Sat 09:00 – 13:00
Other products are available at: Kingsway Post Office, 2 Kingsway, Rugby, CV22 5NU	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30

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.