



Dear Customer

**Broadway Post Office®**  
**49 High Street, Broadway, WR12 7DP**

**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 Budgens, Russell Square, Back Lane, Broadway, WR12 7AP, where it will operate as one of our new local style Post Office branches.

We received 14 individual responses from customers during the local public consultation period. The main feedback commented about the distance to the proposed new premises, the availability of space inside and parking at the new location. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 535 metres from the current 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. In terms of pedestrian access to the new location, there are well maintained pavements with dropped kerbs along the route from the current site.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is a customer car park with a designated disabled bay within Russell Square. To further assist customers the new operator will allocate an additional designated disabled bay within the car park. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with a wide automatic door at the entrance. 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 and a wheelchair to move around 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. 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. 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. There will also be adequate space to hold mail securely until despatched.

The new local style Post Office will operate from two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. This includes the facility to collect undeliverable items of mail.

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. The opening times of the new branch on Sunday have been revised. Although they are a little shorter than originally proposed, I am satisfied that customers will still benefit from much longer opening hours, with Post Office services being available from 10:00 to 16:00. Further 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.

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

The current branch will close at 17:30 on Wednesday 07 June 2017, with the new branch opening, at Budgens, Russell Square, Back Lane, Broadway, WR12 7AP, at 13:00 on Thursday 08 June 2017. 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:

- Evesham Post Office, 87 High Street, Evesham, WR11 4HR

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 289247

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: 03457 22 33 44  
Textphone: 03457 22 33 55

 FREEPOST Your Comments  
**Please note this is the full address to use and no further address details are required.**

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.**

<b>Broadway Post Office information sheet</b>															
<b>Address</b>	Budgens Russell Square Back Lane Broadway WR12 7AP														
<b>Opening hours</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Monday</td><td>07:00 – 21:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 21:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 21:00</td></tr> <tr><td>Thursday</td><td>07:00 – 21:00</td></tr> <tr><td>Friday</td><td>07:00 – 21:00</td></tr> <tr><td>Saturday</td><td>07:00 – 21:00</td></tr> <tr><td>Sunday</td><td>10:00 – 16:00</td></tr> </table>	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	10:00 – 16:00
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Sunday	10:00 – 16:00														
<b>Distance</b>	535 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b>                      Access will be level with a wide automatic door at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p><b>Parking</b>                      There is a customer car park with designated disabled parking within Russell Square.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Thursday 08 June 2017														

**Broadway Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Other products are available at <b>Evesham</b> Post Office, 87 High Street, Evesham, WR11 4HR	Opening times: Mon – Thu      08:30 – 17:30 Fri & Sat        09:00 – 17:30