



Dear Customer

Burtonwood Post Office®
20 Chapel Lane, Burtonwood, Warrington, WA5 4HF

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 Burtonwood Library, Chapel Lane, Burtonwood, Warrington, WA5 4PS, where it will operate as one of our new local style Post Office branches.

We received 23 individual responses from customers and local representatives during the local public consultation period. In the main, respondents felt the new premises would provide more space, better access and improved parking for customers. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We recognise 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 possible. Access at the new premises is via a ramp with handrails and a wide 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 existing fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around and access Post Office services without difficulty.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. Similarly with security, as with any other branch in our network there will be 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 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 Post Office transactions are designed to be quick and efficient to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered, can be accessed at Sutton Oak Post Office, which can be reached via a direct bus service. Further 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 local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that following the move customers will have good access to Post Office services 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 12:00 on Saturday 5 May 2018, with the new branch opening, at Burtonwood Library, Chapel Lane, at 13:00 on Tuesday 8 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:

- Sutton Oak Post Office, 64 Junction Lane, St. Helens, WA9 3JN

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 158434

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
-  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.

Burtonwood Post Office information sheet

Address	Burtonwood Library Chapel Lane Burtonwood Warrington WA5 4PS														
Opening hours	<table border="1"><tr><td>Mon</td><td>09:00 - 17:30</td></tr><tr><td>Tue</td><td>09:00 - 17:30</td></tr><tr><td>Wed</td><td>09:00 - 17:30</td></tr><tr><td>Thu</td><td>11:00 - 19:00</td></tr><tr><td>Fri</td><td>09:00 - 13:00</td></tr><tr><td>Sat</td><td>09:30 - 13:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	11:00 - 19:00	Fri	09:00 - 13:00	Sat	09:30 - 13:00	Sun	Closed
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Thu	11:00 - 19:00														
Fri	09:00 - 13:00														
Sat	09:30 - 13:00														
Sun	Closed														
Distance	130 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and a ramp with handrails at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park to the rear of the proposed premises.</p>														
Retail	Library														
Date of Relocation	13:00 on Tuesday 8 May 2018														

Burtonwood 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	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Sutton Oak Post Office 64 Junction Lane, St. Helens, WA9 3JN	Opening times: Mon – Sat 09:00 – 17:30