



Dear Sir/Madam

Chellow Grange Post Office®
200 Haworth Road, Bradford, BD9 6NJ

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 Top Shop, 226 Haworth Road, Bradford, BD9 6NS, where it will operate as one of our new local style Post Office branches.

We received 5 individual responses from customers during the local public consultation period. The main feedback was about access and space inside the proposed shop, parking in the area and the level of service that would be provided after the move. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

We know that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Work will be carried out to repair the tarmac on the forecourt and at the shop entrance to provide level access inside. Internally, the new branch will be built 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 fixtures, displays and retail stock will be re-aligned or removed to make sure there is clear access into and good manoeuvrability within the premises. The entrance, shopping aisles and the queuing area will be kept clear of obstructions and adequate room provided for customers and a wheelchair to move around the store without difficulty.

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be 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. 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 will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

With regards to parking in the area, 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 reviewed this further. This has confirmed that parking is similar to the existing branch with parking available on the forecourt as well as road side parking in the surrounding area. I am therefore satisfied that following the move, parking will meet the requirements of customers using the Post Office.

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 full range of Post Office products and services can be accessed at Lilycroft Road Post Office which can be reached by a frequent bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoons, Sunday opening and longer opening times throughout the week, so customers can use 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.

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.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 17430699

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.

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 03452 66 01 15 or Textphone 03457 22 33 55.

Chellow Grange Post Office information sheet

Address	Top Shop 226 Haworth Road Bradford BD9 6NS														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 – 19:00</td></tr><tr><td>Tuesday</td><td>09:00 – 19:00</td></tr><tr><td>Wednesday</td><td>09:00 – 19:00</td></tr><tr><td>Thursday</td><td>09:00 – 19:00</td></tr><tr><td>Friday</td><td>09:00 – 19:00</td></tr><tr><td>Saturday</td><td>09:00 – 19:00</td></tr><tr><td>Sunday</td><td>10:00 – 18:00</td></tr></table>	Monday	09:00 – 19:00	Tuesday	09:00 – 19:00	Wednesday	09:00 – 19:00	Thursday	09:00 – 19:00	Friday	09:00 – 19:00	Saturday	09:00 – 19:00	Sunday	10:00 – 18:00
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Distance	100 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is parking outside the premises. Roadside parking is available within 50 metres of the branch.</p>														
Retail	Convenience store														
Date of Relocation	To be confirmed in branch														

Chellow Grange Post Office® services available

Your Postmaster / operator or our Customer Helpline on 03452 660115 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

	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	✓
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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	
Other products are available at Lilycroft Road Post Office, 25 Lilycroft Road, Bradford, BD9 5AD	Opening times: Mon – Sat 09:00 – 18:00