



Church Street Post Office®
McColls Retail Group, 101-103 Long Street, Atherstone, CV9 1AB

Your new branch has opened

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community in Atherstone. We received 2 responses and we are pleased to let you know that your new branch is planned to open on Friday 9 August 2019, where it will be known as **Long Street Post Office**.

Key points raised:

- Space inside the store
- Staff
- Post Box

Response to key points:

Space inside the store

Staff

Post Box

Space inside the store

We will work closely with the new agent to plan the interior layout of the Post Office counter area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store. Post Office customers will also benefit from longer opening hours provided at the retail counter which will be open seven days a week, giving customers greater flexibility and the option of visiting the Post Office at times that suit them better. It also means that some customers won't have to join the main Post Office queue, helping to reduce waiting times at the main counter. Also staffing levels are aligned to meet customer demand particularly at peak times.

The 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, including the collection of undeliverable items of mail, alongside retail transactions. This will also mean 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.

Staff

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

Post Box

With regards to the post box, we follow normal procedure and inform Royal Mail of our proposals however the decision on whether to relocate or install a new Post Box is for them to make. I would not be able to specify time scales as Royal Mail have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Please note that customers would also be able to hand their mail over the counter at the new branch, during all the extended opening hours, where it will be securely held until collection by Royal Mail.

We hope that you will enjoy using the new Post Office.

