



Dear Customer

Local public consultation – Decision

**Coleshill Road Post Office
Best One, 90 Coleshill Road, Atherstone, CV9 2AF**

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 108 Coleshill Road, Atherstone, CV9 2AF, where it will continue to be operated by the existing postmaster.

I 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 17:30 on Monday 4 September 2023, with the new branch opening, at 108 Coleshill Road, Atherstone, at 13:00 on Wednesday 6 September 2023. If there are any unforeseen circumstances 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 two alternative Post Office branches are provided below for your convenience:

- Long Street Post Office, 101 - 103 Long Street, Atherstone, CV9 1AB
- Mancetter Post Office, Manor Road, Mancetter, Atherstone, CV9 1NS

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 2 June 2023

Consultation ended 14 July 2023

Consultation responses

- 68 responses from customers and local representatives

Key issues raised

- Distance, Route, and Location
- Parking
- Access and Space inside the premises
- Security and Privacy

Response to issues raised

Distance, 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 on the same road, approximately 70 metres away from the current branch, along level terrain, in a newly built, brighter, more modern premises. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Coleshill Road. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and we can confirm that parking will be available on the forecourt outside the new premises for up to three cars. Further roadside parking will also be available on Coleshill Road and nearby. We are therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

Access and Space inside the premises

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. We are pleased to confirm that before the new Post Office opens, works will be carried out to remove the current step at the entrance to the new premises and install a permanent ramp with a handrail to provide improved access for customers. As part of the full refurbishment a new shop frontage will also be installed with a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair.

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 postmaster 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.

Security and Privacy

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 also be working closely with the postmaster to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. 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. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard. Staff will be fully trained with staffing levels aligned to meet customer demand particularly at peak times.

Appendix B

Coleshill Road Post Office Information Sheet

108 Coleshill Road
Atherstone
CV9 2AF

New opening hours

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	09:00 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

**Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder**

Products & Services

The same range of Post Office products and services will continue to be available.

Serving positions

There will be an open plan Post Office counter position.

Access

Currently, there is a step at the entrance to the new premises.

Works have been carried out at the new premises and the current step has been removed. The postmaster has installed a permanent ramp with a handrail to provide improved access for customers. As part of the full refurbishment a new shop frontage has also been installed with a wide automatic door. Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 70 metres away from the current branch, along level terrain.

Parking will be available on the forecourt outside the new premises for up to three cars. Roadside parking will also be available on Coleshill Road and nearby.

Retail

Convenience store

Date of move

Wednesday 6 September 2023 at 13:00

Coleshill 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	✗
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
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	✓
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	✓
Products marked ✗ are available at Long Street Post Office, 101 - 103 Long Street, Atherstone, CV9 1AB	Opening times: Mon – Fri 05:30 – 20:00 Sat 06:00 – 20:00 Sun 07:00 – 20:00
Other Products are available at Mancetter Post Office, Manor Road, Mancetter, Atherstone, CV9 1NS	

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, Consumer 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, Consumer 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
Call: 03452 66 01 15

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.