



Your new branch has opened

Fradley Post Office
Smith & Ellis Butchers, Unit 3, The Sterling Centre,
Tye Road, Fradley, Lichfield, WS13 8ST

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received eight which welcomed the return of the Post Office to the community in Fradley.

Due to operational reasons the new Post Office did not open on Monday 3 October 2022 as previously advised. We are pleased to confirm your new Post Office opened on Monday 10 October 2022.

Key points raised:

- Access
- Premises
- Space inside the store and hygiene

Response to key points:

Access into the new premises

We are mindful of the needs of all our customers, including those with mobility concerns. The new branch has wide double doors with level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

Premises

We have worked closely with the new postmaster on the internal layout and some fixtures and fittings, which will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the branch and access Post Office services. Inside, the new branch, is in line with Post Office specifications, making sure there is sufficient space for the Post Office to operate within the Smith & Ellis Butcher's store. Externally, at the shop front, a Post Office signage has been installed. There is a large car park located within The Sterling Centre with dedicated disabled parking bays.

Internal layout and hygiene

The new postmaster will make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this. The shop has always maintained high hygiene standards. When the staff are dealing with meat and then the Post Office counter, they wash their hands each time when switching over. The premises each night are Ozone sterilised, therefore all parts of the shop are cleaned.

Post Office opening hours

Monday - Friday	08:00 – 17:00
Saturday	08:00 – 16:00
Sunday	Closed

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