



Dear Customer

**Kingstanding Post Office®**  
**25 Kingstanding Centre, Birmingham, B44 9HQ**

**Local Public Consultation Decision**

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office to the vacant retail premises which was previously HSBC at 7 Kettlehouse Road, Birmingham, B44 9JJ, where it would be run by our new retail partner.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Kingstanding, now and for the long-term.

**Public consultation feedback:**

During the public consultation period we received 4 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. The feedback welcomed the move and the continuation of Post Office services in the area, as well as commenting on access at the new location. I would like to thank everyone who took the time to let us have their comments and provide information. 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, when making our decision.

**Getting to the new location:**

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 180 metres away from the current branch, along varied terrain. For customers using their own transport to access the new location, there is roadside parking with 3 spaces outside the new premises approximately 25 metres away and a further 3 spaces approximately 65 metres away. There are also free car parks in the vicinity of the new premises; Kingstanding Road with 40 spaces and 1 designated disabled bay approximately 75 metres away and Kingstanding Centre shopper's car park with 59 spaces and 4 designated disabled bays approximately 195 metres away. For those using public transport, the nearest bus stop is opposite the premises approximately 40 metres away.

In conclusion, I remain satisfied that customers in Kingstanding will continue to have good access to Post Office services.

**What the new branch will look like:**

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. Our new retail partners regard the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully operate this Post Office branch. They will incorporate a retail offer of greeting cards, gifts and confectionery to run alongside the Post Office and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will have its own designated area at the right as you enter the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into the store is via a step and a ramp with a handrail and an automatic door. Externally the store front will include Post Office signage and an opening hours board.

There will be directional signage from the entrance door through to the new Post Office on the ground floor. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The number of serving positions is based on current and future predicted business levels and the new branch will have two traditional floor to ceiling screened serving position, two open plan positions and a Post Office serving point at the retail counter. Open plan serving positions are successfully used across our Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the move, the Post Office will also be open for longer including Saturday afternoons, providing customers with more flexibility around their visits. Additionally, the serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue.

I'm satisfied that customer needs will be adequately met. Alongside this, we'll monitor customer usage at the branch following the move and will work with our retail partners to make sure service standards are maintained.

**Access to Post Office services and products:**

The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office, however DVLA services will still be available. The Biometric service will relocate to Sutton Coldfield Post Office, WHSmith, 140-142 The Parade, Gracechurch Centre, Sutton Coldfield, B72 1PH, which can be accessed by public transport. There are no current plans for the operator to provide an ATM, however personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. There will also be full posting facilities within the new branch.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

**Customer service training and existing staff:**

Our new retail partners have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Kingstanding Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the our new operator to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

**Conclusion:**

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Kingstanding. The current branch will close at 17:30 on Wednesday 9 May 2018, with the new branch opening at 09:00 on Thursday 10 May 2018.




This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk)

Yours faithfully



**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – [postofficeviews.co.uk](http://postofficeviews.co.uk). If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**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.**

| <b>Kingstanding Post Office information sheet</b>             |  |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
|---|--|-----------|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| <b>Address</b>  | 7 Kettlehouse Road<br>Birmingham<br>B44 9JJ  |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Opening hours</b>  | <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>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</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 | 09:00 – 17:30 | Fri | 09:00 – 17:30 | Sat | 09:00 – 17:30 | Sun | Closed |
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| Sun   | Closed   |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Opening times of Post Office service at retail counter</b> | <table border="1"> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>   | Mon - Sat | 09:00 – 17:30 | Sun | Closed        |     |               |     |               |     |               |     |               |     |        |
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| Sun   | Closed   |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Products &amp; Services</b>                                | The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office, but DVLA services will still be available.  |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Serving positions</b>                                      | There will be five serving positions in total; two screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels   |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Access &amp; facilities</b>                                | There is a step and a ramp with a handrail at the entrance and an automatic door. Low level serving counters, a low level writing desk and hearing loops will be available.  |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>How far away is it?</b>                                    | Approximately 180 metres away from the current branch, along varied terrain.   |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Transport &amp; parking</b>                                | <p style="text-align: center;"><b>Parking</b></p> <p>Roadside parking is available, 3 spaces outside the proposed premises approximately 25 metres away and a further 3 spaces approximately 65 metres away.</p> <p>There are also free car parks in the vicinity of the proposed premises:</p> <ul style="list-style-type: none"> <li>• Kingstanding Road with 40 spaces and 1 designated disabled bay approximately 75 metres away.</li> <li>• Kingstanding Centre shopper's car park with 59 spaces and 4 designated disabled bays approximately 195 metres away.</li> </ul> <p style="text-align: center;"><b>Buses</b></p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is approximately 40 metres away from the new premises.</p> |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Retail</b>   | Greeting cards, gifts and confectionery.   |           |               |     |               |     |               |     |               |     |               |     |               |     |        |
| <b>Date of move</b>   | 10 May 2018  |           |               |     |               |     |               |     |               |     |               |     |               |     |        |