



Dear Customer

Kinver Post Office®
Previously located at: 118 High Street, Kinver, Stourbridge, DY7 6HL

Local Public Consultation Decision

We are confirming that we will be proceeding with our proposal to re-open the above Post Office branch at, The Co-operative Food, 24-25 High Street, Kinver, Stourbridge, DY7 6HF, where it will operate as one of our new local style Post Office branches.

We received 31 individual responses from customers and local representatives during the local public consultation period. In the main, feedback welcomed the proposal as this will enable us to restore post Office services in the local community and provide Step-free access and longer opening times at the new branch. A small amount of feedback commented about the availability of space within the Co-op store and parking. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide and when looking at service provision in an area, we are mindful of the needs of our customers. I have further reviewed parking and this has confirmed that parking is similar to the existing branch with time-restricted roadside parking available along the High Street and a public car park nearby. I am therefore satisfied that following the move parking will meet the requirements of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access at the new store is via a ramp with handrails and a wide automatic door at the entrance.

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 to make sure there is clear access into and within the premises, including the aisles and the queuing area, which will be kept free from obstructions and adequate room will be provided for customers to move around the shop and access Post Office services without difficulty. There will be a sign indicating a clear head of queue point.

Staff will be fully trained in Post Office transactions with staffing levels 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. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care as well as the safeguard of mail held until it is collected by Royal Mail.

Post Office services will be offered from a dedicated till point at the shop counter, allowing customers to purchase retail items alongside Post Office products and services, providing greater flexibility and customer choice.

The change also means that the Post Office hours are aligned to the store so local residents will benefit from significantly longer opening hours so they have more flexibility and can use our services seven days a week and at times that are convenient for them. Details of the new service are provided at the end of this letter together with a product list, which lets you know which services will be available.

I have carefully considered our original proposal, the feedback received during the 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 meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The new branch will open at The Co-operative Food, 24-25 High Street, Kinver, at 13:00 on Monday 16 April 2018. If there are any unforeseen schedule changes which mean this date changes, posters will be displayed to let customers know.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

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@postoffie.co.uk



FREEPOST Your Comments

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.

Kinver Post Office information sheet															
Address	The Co-operative Food 24-25 High Street Kinver Stourbridge DY7 6HF														
Opening hours	<table> <tr><td>Monday</td><td>07:00 – 22:00</td></tr> <tr><td>Tuesday</td><td>07:00 – 22:00</td></tr> <tr><td>Wednesday</td><td>07:00 – 22:00</td></tr> <tr><td>Thursday</td><td>07:00 – 22:00</td></tr> <tr><td>Friday</td><td>07:00 – 22:00</td></tr> <tr><td>Saturday</td><td>07:00 – 22:00</td></tr> <tr><td>Sunday</td><td>07:00 – 22:00</td></tr> </table>	Monday	07:00 – 22:00	Tuesday	07:00 – 22:00	Wednesday	07:00 – 22:00	Thursday	07:00 – 22:00	Friday	07:00 – 22:00	Saturday	07:00 – 22:00	Sunday	07:00 – 22:00
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Sunday	07:00 – 22:00														
Distance	10 metres directly across the road from previous branch.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>Access is via a ramp with handrails and a wide automatic door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There is time restricted roadside parking, with a blue badge space, within 50 metres of the premises.</p>														
Retail	Convenience store														
Date of opening	13:00 on Monday 16 April 2018														

Kinver Post Office® services available

Your operator or our Customer Helpline on 03452 66 01 15 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euro/Dollar
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	Car tax only
Products marked x are available at Wollaston Post Office, 157 Brignorth Road, Wollaston, Stourbridge, DY8 3NU	Opening times: Mon – Sat 09:00 – 17:30