



Dear Customer

Long Street Post Office®
Previously located at: 59 - 61 Long Street, Atherstone, CV9 1AZ

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above branch in a new location at - Frozzone, 14-16 Church Street, Atherstone, CV9 1HA, where it will be known as Church Street Post Office and operate as one of our new local style Post Office branches.

We received 47 individual responses from customers and local representatives during the local public consultation period. The majority of feedback welcomed the re-opening of a Post Office in the local community. Customers welcomed the ease of access, availability of parking and longer opening times that would be available at the new location. A few respondents expressed slight concern about the busy nature of the shop and the availability of space inside. This feedback helped me to understand customers' concerns and views and was taken into account before finalising our plans.

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. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be 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 in the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The aisles will have sufficient width and will be kept free from obstructions to ensure customers can move around and access our services without difficulty.

Although the local model 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 be working closely with the new operator 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.

Staff will be fully trained to the same high standard as in all our branches and their training will include instructions and guidelines to safeguard customer privacy and confidentiality. You'll be assured to know that 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. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new 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 alongside retail transactions. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally, cheques will continue to be accepted as a method of payment.

The change also means that local residents will benefit from slightly longer opening hours than previously. Further details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. 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, Frozone, 14-16 Church Street, at 13:00 on Monday 29 January 2018.

Customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch is provided below for your convenience:

- Nuneaton Post Office, 38-39 Abbey Gate Shopping Precinct, Nuneaton, CV11 4HL

If there are any unforeseen schedule changes which mean this date changes, posters will be displayed in Frozone to let customers know.

You can also find a copy of this letter on our website 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@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

Church Street Post Office information sheet

Address	Frozzzone 14-16 Church Street Atherstone CV9 1HA															
Opening hours	<table><tr><td>Mon</td><td>08:30 – 17:30</td></tr><tr><td>Tue</td><td>08:30 – 17:30</td></tr><tr><td>Wed</td><td>08:30 – 17:30</td></tr><tr><td>Thu</td><td>08:30 – 17:30</td></tr><tr><td>Fri</td><td>08:30 – 17:30</td></tr><tr><td>Sat</td><td>08:30 – 15:30</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>		Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 15:30	Sun	Closed
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Distance	Approximately 150 metres from the previous branch, along level terrain.															
Products & Services	The majority of Post Office products and services will still be available.															
Accessibility & accessibility works	<p>Access and facilities The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a large free car park with marked disabled bays within 150 metres of the premises.</p> <p>There is also roadside parking directly outside the shop, however, parking is not permitted on market trading days - Tuesdays and Fridays between 1pm – 5pm.</p>															
Retail	Frozen Foods															
Date of Relocation	13:00 on Monday 29 January 2018															

Church Street Post Office® services available	
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	✓
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	✓
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	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other products are available at Nuneaton Post Office, 38-39 Abbey Gate Shopping Precinct, Nuneaton, CV11 4HL	
Opening times: Mon – Sat 08:30 – 17:30	