



Dear Customer

**Mancetter Post Office®**  
**Manor Road, Atherstone, CV9 1NS**

**Changes to Mancetter Post Office®**

We asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on Tuesday 1 May 2018 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Thursday 12 April 2018 at 17:30, however the following branches will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

- Nuneaton Post Office, 38-39 Abbey Gate Shopping Precinct, Nuneaton, CV11 4HL
- Coleshill Road Post Office, 90 Coleshill Road, Atherstone, CV9 2AF

When the new branch opens, customers will benefit from a newly modernised Post Office service and longer opening hours:

Monday to Saturday 08:00 – 18:00 and Sunday 09:00 – 16:00

We did not receive any comments from the local public engagement and posters have now been displayed in branch to let customers know about the change.

The information of our final plans for this branch is available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).




Thank you for your time taken.

Yours faithfully

*Bev Lumb*

**Bev Lumb**  
**Area Manager**

**How to contact us:**

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

**To get this information in larger print, audio or braille, please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

### Alternative branches:

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**Coleshill Road Post Office**

90 Coleshill Road  
Atherstone  
CV9 2AF

**Services**

The same range of services will continue to be available with the addition National Lottery however excluding On Demand Travel Insurance.

**Access and facilities**

This branch has a wide door and level access at the entrance.

**Opening times**

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

**Transport/parking**

Roadside parking is available nearby. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approximately 1.2 miles away from Mancetter branch, along varied terrain.

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**Nuneaton Post Office**

38-39 Abbey Gate Shopping  
Precinct  
Nuneaton  
CV11 4HL

**Services**

The same range of services will continue to be available with the addition of Comprehensive range of travel money, Car tax, Passport check and send and National Lottery.

**Access and facilities**

This branch has a wide door and level access at the entrance.

**Opening times**

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:00
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	08:30 – 14:00
Sunday	Closed

**Transport/parking**

Roadside parking is available nearby. There are local buses serving the surrounding area.

**Route**

This Post Office service is located approximately 4.5 miles away from Mancetter branch, along varied terrain.

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## **Frequently Asked Questions.**

### **Why are you looking to make this change?**

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

### **Will my transactions still be private?**

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

### **What about security?**

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

### **Will people still be properly trained?**

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

### **Will there be enough space?**

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

### **Can I see the floorplans?**

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

### **Will I have to wait longer to be served?**

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

### **Will I still be able to do business banking?**

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

### **Will I still be able to leave my mail securely?**

Mail will be held safely at the branch ready for collection by Royal Mail.