



Dear Customer

**Manor Lane Post Office®
14 Manor Lane, Halesowen, B62 8PY**

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to reopen the above Post Office branch to Manor Pharmacy, 12 Manor Lane, Halesowen, B62 8PY, where it will operate as one of our new local style Post Office branches.

We received 73 individual responses from customers and local representatives as well as a petition in support of our proposal during the local public consultation period. The main respondents welcomed the restoration of Post Office services to the local community. Other feedback questioned whether there would be enough room within the pharmacy to accommodate a Post Office and expressed concerns about the availability of 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. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is off road parking in front of the store, as well as roadside parking in close vicinity of the new branch. I am therefore satisfied that parking will continue to meet the needs of customers using the Post Office.

We know that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. I am pleased to confirm that before the new Post Office opens, the new operator will install a permanent ramp at the entrance providing ease of access into the premises.

Internally, 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 on the internal layout and some fixtures, displays and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept clear of obstructions and adequate room provided for customers and a wheelchair to move around the store with ease.

Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to 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. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. 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 two 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. The change also means that local residents will benefit from longer opening hours, giving customers more flexibility to use our services throughout shop opening times. Full 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 local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 Manor Pharmacy, 12 Manor Lane, at 13:00 on Monday 8 October 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

Thank you for considering our proposal.

Yours faithfully

Mathew Wilkes

Mathew Wilkes
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Manor Lane Post Office information sheet															
Address	Manor Pharmacy 12 Manor Lane Halesowen B62 8PY														
Opening hours	<table> <tr> <td>Monday</td><td>09:00 – 18:30</td></tr> <tr> <td>Tuesday</td><td>09:00 – 18:30</td></tr> <tr> <td>Wednesday</td><td>09:00 – 18:30</td></tr> <tr> <td>Thursday</td><td>09:00 – 18:30</td></tr> <tr> <td>Friday</td><td>09:00 – 18:30</td></tr> <tr> <td>Saturday</td><td>09:00 – 14:00</td></tr> <tr> <td>Sunday</td><td>Closed</td></tr> </table>	Monday	09:00 – 18:30	Tuesday	09:00 – 18:30	Wednesday	09:00 – 18:30	Thursday	09:00 – 18:30	Friday	09:00 – 18:30	Saturday	09:00 – 14:00	Sunday	Closed
Monday	09:00 – 18:30														
Tuesday	09:00 – 18:30														
Wednesday	09:00 – 18:30														
Thursday	09:00 – 18:30														
Friday	09:00 – 18:30														
Saturday	09:00 – 14:00														
Sunday	Closed														
Distance	Next door to 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 branch will have a wide door and a ramp at the entrance. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking Off road parking is available outside the new premises.</p>														
Retail	Pharmacy														
Date of Reopening	Monday 8 October 2018 at 13:00														

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Manor Lane Post Office® services available

For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk

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	✓

Licences

Rod fishing licences	✓
----------------------	---

Travel

Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x

Mobile Top-ups & E vouchers

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

Payment by cheque

Products marked x are available at Blackheath Post Office, 2-4 Halesowen Street, Rowley Regis, B65 0HG	Opening times: Mon – Sat 09:00 – 17:30
--	--