



Dear Customer

**Meir Post Office®**  
**7 Sandon Road, Meir, Stoke On Trent, ST3 7DU**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Premier – Alphons Convenience Store, 729 Uttoxeter Road, Meir, Stoke On Trent, ST3 5PD, where it will operate as one of our new local style Post Office branches.

We received six individual responses from customers during the local public consultation period. The main feedback commented about the availability of space in the proposed store to accommodate a Post Office, as well as parking. Other feedback welcomed the proposed change. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. 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 parking and I can confirm there is pay and display parking with a designated disabled bay is within the shopping parade outside the new store. Additionally there is roadside parking in nearby Broadway. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. I'm pleased to confirm that before the new branch opens, the new operator will carry out works to provide a new wide door and level access at the entrance.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some units, fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format 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. Staff will be fully trained in Post Office transactions with staffing levels aligned to meet customer demand. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

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. Subject to survey, any required consents and planning permission, the Post Office external cash machine will be transferring to the new branch. Customers can also access cash at the Post Office counter over the extended opening times of the new branch. If required, customers can access the 24 hour cash machine at Normacott Post Office which can be reached by a regular bus service. Additionally customers can also access the full range of Post Office products and services at Longton Post Office which can also be reached by a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. 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 and the feedback received during the local 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 continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 223238.

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](http://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 sincerely



**Suzanne Richardson**  
**Regional Network Manager**

#### **How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, 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 03457 22 33 44 or Textphone 03457 22 33 55.**

**Meir Post Office information sheet**

<b>Address</b>	Premier Alphons Convenience Store 729 Uttoxeter Road Meir Stoke On Trent ST3 5PD														
<b>Opening hours</b>	<table border="1"><tr><td>Mon</td><td>06:00 – 20:30</td></tr><tr><td>Tue</td><td>06:00 – 20:30</td></tr><tr><td>Wed</td><td>06:00 – 20:30</td></tr><tr><td>Thu</td><td>06:00 – 20:30</td></tr><tr><td>Fri</td><td>06:00 – 20:30</td></tr><tr><td>Sat</td><td>06:00 – 20:30</td></tr><tr><td>Sun</td><td>07:00 – 19:30</td></tr></table>	Mon	06:00 – 20:30	Tue	06:00 – 20:30	Wed	06:00 – 20:30	Thu	06:00 – 20:30	Fri	06:00 – 20:30	Sat	06:00 – 20:30	Sun	07:00 – 19:30
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<b>Distance</b>	210 metres away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access will be level and via a new wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> There is Pay and display parking with a designated disabled bay within the shopping parade outside the proposed premises as well as roadside parking in the surrounding area.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	To be confirmed														

**Meir Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros</b>
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
x	
Other products are available at <b>Normacot</b> Post Office, 81 Chaplin Road, Normacot, Stoke On Trent, ST3 4RH	Opening times: Mon – Sat      09:00 – 17:30
and	
<b>Longton</b> Post Office, Unit 42, Bennett Precinct, Longton Exchange, Stoke on Trent, ST3 2JA	Mon, Tue      08:00 – 18:00 Wed – Fri      08:30 – 18:00 Sat              09:00 – 18:00 Sun              10:00 – 13:00