



Dear Customer

Merry Hill Post Office®
Boots Pharmacy, 233 Trysull Road, Merry Hill,
Wolverhampton, WV3 7LF

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Premier – Sarbs Convenience Store, 199 Coalway Road, Merry Hill, Wolverhampton, WV3 7NG, where it will operate as one of our new main style Post Office branches.

We received 154 individual responses from customers and local representatives during the local public consultation period. Some comments focused on the location of the proposed new site, which was said to be too far away from the town centre, with limited parking and no direct bus service from the current site. Other feedback commented that parking would be easier and welcomed the longer opening hours. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new branch.

I appreciate that the proposed branch is approximately 550 metres away from the current site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. I acknowledge that there is not a direct bus to the new location, however with the aim of assisting customers, the new operator plans to engage with the local bus company to explore the possibility of locating a bus stop closer to the new premises.

Additionally Accessible Transport Group is a local community transport scheme that operates in the Merry Hill area and may provide an alternative option for customers wishing to access the new branch. Customers can find further details, including how to register, by telephone on 0121 327 8128 or <http://www.atgroup.org.uk/services.html>. These details will also be displayed at the new branch.

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 that before the new branch opens, the new operator will resurface the car park, providing 8 parking bays including a designated disabled bay. I am therefore satisfied that parking at the proposed new branch will meet the needs of customers using the Post Office.

For pedestrians there are dropped kerbs, wide pathways and a pedestrian crossing along the route to the new site. Having further reviewed access arrangements, we are satisfied that the new branch will remain accessible for customers.

We recognise 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 possible. I am pleased to confirm that before the new Post Office opens, the new operator will be completing a shop refit and will remove the step and install a permanent ramp at the entrance. Internally, there will be a low level serving counter, a low level writing desk, a hearing loop and space for a wheelchair. Additionally, the forecourt would be resurfaced and tarmacked.

Internally, the new main style branch will be built in line with Post Office specifications with a dedicated Post Office area, incorporating two security screened positions, with low level facilities and separate queuing area for Post Office customers. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside is kept clear and free of obstacles. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around without difficulty. Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from Saturday opening.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer significantly longer opening times than the main Post Office counter allowing customers to transact the majority of Post Office products and services alongside retail transactions across seven days a week and at times that are more convenient for them. Customers can also access the full range of Post Office products and services at Worcester Street branch which can be reached by a direct bus service. Full details of the new branch are at the end of this letter.

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 am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Thursday 22 March 2018, with the new branch opening at Premier – Sarbs Convenience Store, 199 Coalway Road at 13:00 on Tuesday 3 April 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Worcester Street Post Office, 68 Worcester Street, Wolverhampton, WV2 4LE
- Dudley Road Post Office, 335-336 Dudley Road, Blakenhall, Wolverhampton, WV2 3JY

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 191246.

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. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.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.

Details of the new service:

Merry Hill Post Office information sheet

Address	Premier – Sarbs Convenience Store 199 Coalway Road Merry Hill Wolverhampton WV3 7NG														
Post Office Opening hours	<table border="1" data-bbox="826 600 1193 837"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Sat	09:00 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1" data-bbox="778 907 1241 976"> <tr><td>Mon - Sat</td><td>06:00 - 21:30</td></tr> <tr><td>Sun</td><td>07:00 - 21:00</td></tr> </table>	Mon - Sat	06:00 - 21:30	Sun	07:00 - 21:00										
Mon - Sat	06:00 - 21:30														
Sun	07:00 - 21:00														
Distance	550 metres away from the current branch, along varied terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be three serving positions. These will be a mixture of two screened and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities The proposed premises will be completing a new shop refit to remove the step and install a permanent ramp. Internally, there will be a low level serving counter, a low level writing desk, a hearing loop and space for a wheelchair.</p> <p>Parking/Buses Parking is available on the forecourt of the proposed premises for up to eight cars, including a marked disabled bay.</p> <p>Buses There is no direct bus service between the current branch and the proposed premises, however there are local buses serving the surrounding area.</p>														
Retail	Convenience store														
Date of relocation	Tuesday 3 April 2018 at 13:00														