



Dear Customer

**Radford Post Office® branch
Previously located at - 109 Radford Road, Coventry, CV6 3BQ**

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal and re-opened the above Post Office branch at Ellys Self Service Store, 2 Widdrington Road, Coventry, CV1 4ET. I am pleased to advise that the new Post Office branch opened on Friday 15 June 2018 and is operating as one of our new local style Post Office branches.

We received 9 individual responses from customers during the local public consultation period. The main feedback was in support of our plans, as the community welcomed the restoration of Post Office services to Radford. Other feedback commented about the availability of space in the new store to accommodate a Post Office. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to the older and disabled customers and we want to make our services as accessible as we possibly can. There is a step at the entrance to this store, however a portable ramp is available upon request. A bell with signage is also installed to alert staff to assist customers.

We have worked closely with the new operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around and access Post Office services without difficulty. I am pleased to confirm that the new operator is also currently investigating what additional adjustments can be made to improve accessibility.

The new local style Post Office operates 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. Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide in our network and the staff training approaches used are of the same high standard as those undertaken in all of our branches.

Local residents will now benefit from significantly longer opening hours, 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. Customers can also access a wide range of Post Office products and services at Jubilee Crescent Post Office which can be reached by a regular bus service.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. I am satisfied that the new branch will help to provide long term viability and future sustainability for Post Office service provision in the local area.

Posters will now be displayed in Ellys Self Service Store to let customers know about this decision.

This information is also available on the Post Office Consultation Hub 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

Anne Murphy

Anne Murphy
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Radford Post Office information sheet															
Address	Ellys Self Service Store 2 Widdrington Road Coventry CV1 4ET														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>06:00 – 21:00</td> </tr> </tbody> </table>	Monday	06:00 – 21:00	Tuesday	06:00 – 21:00	Wednesday	06:00 – 21:00	Thursday	06:00 – 21:00	Friday	06:00 – 21:00	Saturday	06:00 – 21:00	Sunday	06:00 – 21:00
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Sunday	06:00 – 21:00														
Distance	700 metres away from the previous branch, along level terrain.														
Products & Services	The majority of Post Office products and services are still available.														
Accessibility & accessibility works	<p>Access and facilities</p> <p>There is a step at the entrance to this store, however a portable ramp is available upon request. A bell with signage is also installed to alert staff to assist customers. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There are two parking bays within 10 metres of this store. There is also roadside parking available along Widdrington Road.</p>														
Retail	Convenience store.														
Date of opening	15 June 2018														

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.

Radford Post Office® services available

Your postmaster or 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	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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	
National Lottery Terminal	✓
Payment by cheque	
Payment by cheque	x
Products marked x are available at: Jubilee Crescent Post Office, 122-126 Jubilee Crescent, Coventry, CV6 3ES	Opening times: Mon to Sat 07:00 – 21:30 Sun 08:00 – 21:30