



Dear Customer

Radford Post Office® branch
Previously located at - 109 Radford Road, Coventry, CV6 3BQ
Proposed move to new premises & branch modernisation

We're proposing to re-open the above Post Office branch in a new location - Ellys Self Service Store, 2 Widdrington Road, Coventry, CV1 4ET. We're also pleased to tell you that, if the proposal goes ahead, it will change to one of our new local style branches.

As you may be aware, the previous branch closed temporarily in April 2013 following the withdrawal of the premises for Post Office use. We're now in a position to restore a service to our customers in the local community.

Our priority is to safeguard Post Office services to the local community in the longer term. The re-opening of the branch will create a more secure Post Office service to the local Radford community for the future.

Consulting on the proposed new location

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 221205

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	20 April 2018
Local Public Consultation ends	1 June 2018
Proposed Month of change	June 2018

In order to restore Post Office services to our customers in Radford, the new service may commence soon after the consultation period. However, this will not affect the period of public consultation which is ongoing until 1 June 2018. We're carrying out this consultation in line with our Code of Practice. You can find more information about the Code at the end of this letter and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation we will display a poster at Ellys Self Service Store to let you know our final plans.

Yours faithfully

Derek Robinson

Derek Robinson
Area Network Change Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Radford Post Office® services available

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	✗
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	✓
Payment by cheque	✗
<p>Products marked ✗ are available at:</p> <p>Westhill Road Post Office, 8 Westhill Road, Coventry, CV6 2AA</p>	
<p>Opening times:</p> <p>Mon, Tue & Thur 08:30 – 17:30 Wed & Fri 09:00 – 17:30 Sat 09:00 – 15:00</p>	

Radford Post Office information sheet															
	Proposed new Post Office branch location														
Address	Ellys Self Service Store 2 Widdrington Road Coventry CV1 4ET														
Post Office opening hours	<table border="1"> <tr> <td>Mon</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Tue</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Wed</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Thu</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Fri</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sat</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sun</td> <td>06:00 – 21:00</td> </tr> </table>	Mon	06:00 – 21:00	Tue	06:00 – 21:00	Wed	06:00 – 21:00	Thu	06:00 – 21:00	Fri	06:00 – 21:00	Sat	06:00 – 21:00	Sun	06:00 – 21:00
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Sat	06:00 – 21:00														
Sun	06:00 – 21:00														
Distance	700 metres away from the previous branch, along varied terrain.														
Accessibility & Accessibility works	<p>Access and facilities There is a step at the entrance to this store, however a portable ramp would be available upon request. A bell and signage would be installed to alert staff to assist customers. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking There is roadside parking available along Widdrington Road</p>														
Retail	Convenience store.														
Local Public Consultation starts	20 April 2018														
Local Public Consultation ends	1 June 2018														
Proposed Month of change	June 2018														

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 457 22 33 44 or Textphone 03457 22 33 55..

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk