



Dear Sir/Madam

**Radford Semele Post Office®
41 Lewis Road, Radford Semele, Leamington Spa, CV31 1UQ**

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 Best One, 29 Lewis Road, Radford Semele, Leamington Spa, CV31 1UQ, where it will operate as one of our new local style Post Office branches.

We received 4 individual responses from customers during the local public consultation period. The feedback welcomed the improved parking, more space and longer opening times the new premises would provide.

I have carried out a final review of our original proposal and the feedback received during the local public consultation period. I was pleased to learn of the positive feedback and we are also delighted that this branch is part of the modernisation plans for our network, offering Post Office services that will meet customer needs whilst helping to provide long term viability and future sustainability. We already have over 3700 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

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 we possibly can. Like the current branch, there is a step at the entrance, however, a portable ramp will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users. A grab rail will also be installed at the entrance.

Inside Best One, 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 fixtures and fittings will be re-aligned or removed to make sure there is clear and unimpeded access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers to move around without difficulty.

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.

The Post Office transactions are designed to be quick and efficient to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based, won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Leamington Spa Post Office, which offers the full range of services and can be reached by a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including lunchtimes, Saturday afternoon and Sunday opening. These new hours will allow 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.

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. When entering the website you will be asked to enter the code for this branch: 46024699

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



Suzanne Richardson
Regional Network 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.**

We've published our final plan on-line, 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 03452 66 01 15 or Textphone 03457 22 33 55.

Radford Semele Post Office information sheet

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| Address | Best One 29 Lewis Road Radford Semele Leamington Spa CV31 1UQ | | | | | | | | | | | | | | | |
| Opening hours | <table><tr><td>Mon</td><td>07:30 – 21:00</td></tr><tr><td>Tue</td><td>07:30 – 21:00</td></tr><tr><td>Wed</td><td>07:30 – 21:00</td></tr><tr><td>Thu</td><td>07:30 – 21:00</td></tr><tr><td>Fri</td><td>07:30 – 21:00</td></tr><tr><td>Sat</td><td>07:30 – 21:00</td></tr><tr><td>Sun</td><td>09:00 – 21:00</td></tr></table> | | Mon | 07:30 – 21:00 | Tue | 07:30 – 21:00 | Wed | 07:30 – 21:00 | Thu | 07:30 – 21:00 | Fri | 07:30 – 21:00 | Sat | 07:30 – 21:00 | Sun | 09:00 – 21:00 |
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| Sun | 09:00 – 21:00 | | | | | | | | | | | | | | | |
| Distance | 77 metres away from the current 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</p> <p>There is a step at the entrance, however a portable ramp will be provided on request. A bell, signage and a grab rail will also be installed to facilitate access. Internally, there will be a hearing loop.</p> <p>Parking</p> <p>Off road parking is available at the front of the premises.</p> | | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | | |
| Date of Relocation | To be confirmed in branch | | | | | | | | | | | | | | | |

| Radford Semele Post Office® services available | |
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| 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 | ✓ |
| Change giving | ✓ |
| Bill payments | |
| Automated bill payments (card or barcoded) | ✓ |
| Key recharging | ✓ |
| Transcash (without barcode) | x |
| Licences | |
| Rod fishing licences | ✓ |
| Travel | |
| Pre-order travel money | ✓ |
| On demand travel money | Euros |
| Travel insurance referral | ✓ |
| | |
| Mobile Top-ups & E vouchers | ✓ |
| National Lottery Terminal | x |
| Payment by cheque | x |
| Products marked x are available at Leamington Spa Post Office , 32 Bath Street, Leamington Spa, CV31 3AE | |
| Opening times: Mon – Sat 09:00 – 17:30 | |