



Dear Customer

Stapleford Post Office®
11 Church Street, Stapleford, Nottingham, NG9 8GA

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 Sean's Shop, 66A Derby Road, Stapleford, Nottingham, NG9 7AB, where it will operate as one of our new local style Post Office branches.

We received 38 individual responses from customers and local representatives during the local public consultation period. The main feedback commented about the availability of space and privacy in the proposed 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.

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand parking arrangements and the availability of parking is outside the direct control of Post Office Limited. However, I have reviewed this further and whilst I acknowledge there is no parking immediately outside the new site, there is roadside parking available in close vicinity. There is also a pay and display car park on Victoria Street with disabled bays within 100 meters. I am therefore satisfied that parking in the vicinity of the proposed branch will 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. Access at the store will be via a permanent ramp and a wide door 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 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. 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. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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. This does mean that a very small number of transactions that are more time consuming, complex or paper based, such as the Passport Check and Send service, won't be available at the new branch. However, the new branch will still cater for the vast majority of products and services and the very small number of services not offered will continue to be available at Long Eaton Post Office, including external ATM facilities. Customers can also access the full range of Post Office products and services at Toton Post Office.

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.

The current branch will close at 12:30 on Saturday 6 January 2018, with the new branch opening, at Sean's Shop, 66A Derby Road at 13:00 on Monday 8 January 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:

- Toton Post Office, 2 Stapleford Lane, Toton, Beeston, NG9 6GA
- Long Eaton Post Office, 53-55 Market Place, Long Eaton, NG10 1JQ

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 327227

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 sincerely



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.

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.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 66 01 15 or Textphone 03457 22 33 55.

Stapleford Post Office information sheet

Address	Sean's Shop 66A Derby Road Stapleford Nottingham NG9 7AB														
Opening hours	<table border="1"><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 14:30</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 14:30	Sunday	Closed
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Friday	09:00 – 17:30														
Saturday	09:00 – 14:30														
Sunday	Closed														
Distance	290 metres away from the previous 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 There is a wide door and a permanent ramp at the entrance to the new premises. Internally, there would be a hearing loop.</p> <p>Parking Roadside parking available nearby and a pay & display carpark available on Victoria Street with disabled bays within 100 meters.</p>														
Retail	Other														
Date of Relocation	13:00 on Monday 8 January 2018														

Stapleford 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

	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	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	✗
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
On demand travel insurance	✗
Passport Check & Send	✗
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Products marked ✗ are available at Toton Post Office, 2 Stapleford Lane, Toton, Beeston, NG9 6GA	Opening times: Mon – Fri 08:30 – 17:30 Sat 09:00 – 14:00