



Dear Customer

Local public consultation – Decision

**Stourport-on-Severn Post Office
Co-operative, Lombard Street, Stourport-on-Severn, DY13 8DR**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office. The previous branch closed on Friday 2 July 2024 and the new branch opened at 28 High Street, Stourport on Severn, DY13 8BE on Monday 8 July 2024, where it is operated by a retail partner as our mains style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch. Regret

After careful consideration, we remain confident that the layout and location of the new branch is continuing to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Yours faithfully

Sarah Cottrell

**Sarah Cottrell
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call
03452 66 01 15 or Textphone 03457 22 33 55.**

Appendix A

Response to Local Public Consultation

Consultation started Tuesday 7 November 2023

Consultation ended Tuesday 19 December 2023

Consultation responses

- 69 responses from customers and local representatives

Key issues raised

- Distance & Getting [to the new premises](#)
- Access and Internal Space
- Parking

Response to issues raised

Distance & Getting to new the premises

Some customers raised concerns that they will have further to travel to access Post Office services. I acknowledge that for some customers the move may mean a slightly longer journey than currently, however the new premises are located 290 metres from the current site, varied terrain. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. However, we remain confident the move will not significantly impede customer access to Post Office services.

We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Stourport-on-Severn. We can confirm pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current branch.

Access and Internal Space

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. Currently, there is a step at the entrance to the new premises. The new operator will provide a portable ramp to help customers with mobility issues or wheelchair users, or those with buggies and prams get into the premises. To let customers, know that a ramp is available, there will be a clearly visible sign at the entrance of the store explaining how to request the ramp. There will also be a bell for customers to ring for assistance and both this and the sign will be accessible to wheelchair users. Staff will respond promptly to any requests.

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.

The new Post Office will be housed within a dedicated area of the store and there will be three screened Post Office serving positions with low-level facilities. Customers will be able to transact the same range of products and services. We will also work with the new operator and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, we have considered some comments raised about parking in the area surrounding the new premises, it is fair to say that this is a problem faced generally in many locations nationwide. A further review of parking has been carried out and we can confirm that customers using their own transport, time restricted roadside parking will be available along the High Street with designated disabled bays. There will also be a pay and display car park on Lickhill Road. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Appendix B

Stourport-on-Severn Post Office Summary Sheet

28 High Street
Stourport on Severn
DY13 8BE

New opening hours

Mon - Fri	08:00 - 17:30
Sat	08:30 - 14:30
Sun	Closed

There are times our branches may need to make changes to its opening hours.

The latest available branch information can be found on our website

www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services are still available.

Serving positions

There are three screened serving positions in total.

Access

The new premises has a wide door with a step at the entrance.

The new operator will provide a portable ramp to help customers with mobility issues or wheelchair users, to get into the store. To let customers, know that a ramp is available, there is a clearly visible sign at the entrance explaining how to request the ramp. There is also a bell for people to ring for assistance and both this and the sign is accessible to wheelchair users. Staff will respond promptly to any requests.

Internally, there is a hearing loop and space for a wheelchair.

Getting there

The new branch is located approximately 290 metres away from the previous branch, along varied terrain.

Time restricted roadside parking is available along the High Street with designated disabled bays.

There is a pay and display car park on Lickhill Road.

Retail

Confectionery.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

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⁵ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

⁶ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.