



Dear Customer

Local public consultation - Have your say

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

We are proposing to move the above Post Office branch to a new location - 28 High Street, Stourport on Severn, DY13 8BE, where it would continue to operate as our mains style branches.

Why are we proposing this move?

As you may be aware, our retail partners operate Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, our retail partner has identified an opportunity to move Stourport-on-Severn Post Office into an alternative location to continue to offer Post Office services to the local community. The proposed premises which are currently empty would undergo a full refurbishment to incorporate Stourport-on-Severn Post Office within a new Co-operative store, subject to consultation.

Our priority is to safeguard Post Office services to the local community in the longer term and our retail partner firmly believes that the move will help secure continued access to Post Office services locally, as well as supporting the viability of their business.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed location?**
- **Are the proposed premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office move?**
- **If the move were to proceed is there anything we could do to make it easier for customers?**

Local Public Consultation starts	Tuesday 7 November 2023
Local Public Consultation ends	Tuesday 19 December 2023
Proposed month of change	January/February 2024

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **259208**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- Customers would access Post Office services in a modern, environment alongside the partner's retail.
- Working with the retail partner, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with three screened positions.
- The Post Office would offer the same range of products and services. Customer satisfaction with this style of branch is high.
- Currently, there is a step at the entrance to the proposed premises with a wide door. Our retail partner would look at options of providing a portable entrance ramp to help customers with mobility issues or wheelchair users, get into the store. To let customers, know that a ramp is available, there would be a clearly visible sign at the entrance explaining how to request the ramp. There would also be bell for people to ring for assistance and both this and the sign would be accessible to wheelchair users.
- All staff employed to work in the new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Stourport-on-Severn Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our proposal.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager
Post Office Limited

Stourport-on-Severn Post Office Information Summary

Current Location		Proposed new Location	
Co-operative Lombard Street Stourport-on-Severn DY13 8DR		28 High Street Stourport on Severn DY13 8BE	
Current opening hours		Proposed new opening hours	
Mon- Sat	08:00 – 20:00	Mon - Fri	08:00 - 17:30
Sun	10:00 – 16:00	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 would still be available.

Serving positions

There would be three screened serving positions in total.

Access

Currently, there is a step at the entrance to the proposed premises with a wide door.

Our retail partner would look at options of providing a portable entrance ramp to help customers with mobility issues or wheelchair users, get into the store. To let customers, know that a ramp is available, there would be a clearly visible sign at the entrance explaining how to request the ramp. There would also be a bell for people to ring for assistance and both this and the sign would be accessible to wheelchair users. Staff would respond promptly to any requests.

Internally, there would be a hearing loop and space for a wheelchair.

Getting there

The proposed branch would be located approximately 290 metres away from the current branch, along varied terrain.

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

There would be a pay and display car park on Lickhill Road.

Retail

Convenience store/confectionery.

**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.**

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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 watchdogs.

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 watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog 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.

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FREEPOST Your Comments Call:

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.