



Dear Customer

Stratford St Mary Post Office®
Previously located at: Upper Street, Stratford St Mary, Colchester, CO7 6LN

Local public consultation

We will be re-opening the above Post Office service at a new location – Vale Garage, Upper Street, Stratford St Mary, Colchester, CO7 6LW. I'm pleased to tell you that, subject to consultation, it will change to one of our new local style branches.

Stratford St Mary branch closed temporarily in April 2017. We are now able to restore the service and I am pleased to inform you that a new operator has been appointed, providing us with the opportunity to incorporate Post Office services into their existing Forecourt Garage/Shop, opposite the closed branch

Why are we moving?

We're proposing this move as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a local style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

Your new Post Office branch

Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers' visit outside traditional opening hours.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that before the new branch opens, the new operator plans to carry out improvements to provide customers with clear access to the shop and Post Office. There will be a marked walkway across the forecourt to indicate a pedestrian route from the road to the shop.

Consulting on the proposed new location

We're carrying out a local public consultation and we'd welcome your views on the proposal. We welcome feedback and comments that can help inform our plans, particularly on the following areas:

- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- Is there anything we could do to make it easier for customers?

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 National Consultation team, whose contact details are below. 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 112116

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	1 March 2018
Local Public Consultation ends	16 April 2018
Proposed Date of change	6 April 2018

In this instance we have extended the consultation period by two working days to allow for the holiday period over Easter. In order to restore a Post Office service as soon as possible, the new branch is scheduled to open on Friday 6 April 2018 at 13:00. However, this does not affect the consultation period which ends on 16 April 2018.

I've included information about the Code of Practice over the page and a copy of the Code will also be available to view in the branch.

Thank you for considering our proposal.

At the end of the consultation we'll let you know our final plans by displaying a poster in the branch.

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

This is all you need to add to your envelope for your letter to reach us

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.

Stratford St Mary Post Office information sheet			
Address	Vale Garage Upper Street Stratford St Mary Colchester CO7 6LW		
Post Office opening hours		Mon	08:00 - 17:30
		Tue	08:00 - 17:30
		Wed	08:00 - 17:30
		Thu	08:00 - 17:30
		Fri	08:00 - 17:30
		Sat	08:00 - 13:00
		Sun	Closed
Distance	Opposite the previously closed branch along level terrain.		
Accessibility & Accessibility works	<p>Access and facilities Currently there is a step at the entrance to the new premises, however a portable ramp will be made available and a grab rail, bell and signage installed to alert staff if customers need assistance. Internally, there will be space for a wheelchair.</p> <p>Parking Roadside parking is available nearby.</p>		
Retail	Forecourt Garage/Shop		
Local Public Consultation starts	1 March 2018		
Local Public Consultation ends	16 April 2018		
Proposed date of re-opening	6 April 2018 at 13:00		

Stratford St Mary Post Office® services available	
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	✓
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	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other Products are available at Dedham Post Office, Dedham Pharmacy, High Street, Dedham, Colchester, CO7 6DE	
Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 13:00	

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

