



Dear Customer

Engaging with our customers - Share your views

Studley Post Office

Previously located at: Tesco Stores, 33 - 35 Alcester Road, Studley, B80 7LL

We are delighted to let you know that following the temporary closure of Studley Post Office we will be re-opening the branch on Friday 19 May 2023 at 13:00. This will be in a new location – Nisa Studley, 38A – 38B High Street, Studley, B80 7HJ.

We would like to hear from you

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. The re-opening of the branch in a new location is a commercial decision for Post Office Ltd and we are not seeking feedback on this aspect of the change. However, we would welcome suggestions about specific aspects of the change that might benefit customers, particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

Details about your new branch are provided at the end of this letter and our Consultation Hub. We will be accepting comments until 3 May 2023. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

You can share your views on this branch re-opening through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code **360246**

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.



We will display posters in the new location to tell customers the good news. 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 what is happening to the Post Office in the local community. If you would like a supply of these posters, please let us know.

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

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

We do hope that you will support this new service.

Yours faithfully

Kulwant Dosanjh

**Kulwant Dosanjh
Network Provision Lead**

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.

Studley Post Office Information sheet

**Nisa Studley
38A – 38B High Street
Studley
B80 7HJ**

Post Office opening hours

Monday - Saturday	06:00 – 21:00
Sunday	07:00 – 20:00

**During the Coronavirus pandemic the branch 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

A similar range of products and services will be available, with Euros and Dollars On Demand Travel Money.

With the exception of rod fishing licence's previously available until 15 January 2023.

This is now available through the Environmental Agency on the link below:

<https://www.gov.uk/fishing-licences/buy-a-fishing-licence>

Serving positions

There will be two Post Office serving points at the retail counter.

Access

The footpath outside the new premises is on an incline and currently, there is a low step with wide automatic doors at the entrance to the Nisa stores.

The new agent will look to improve access and will provide a portable ramp to help customers with mobility issues or wheelchair users, get into the store. 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 people to ring for assistance and both this and the sign will be accessible to wheelchair users. Internally, there will be a hearing loop and space for wheelchair.

Getting there

The new branch will be located approximately 350 metres away from the previous branch, along varied terrain.

There is a dedicated customer car park located at the rear of the new premises. In addition, there is time restricted roadside parking also available in the layby outside the Nisa stores.

Retail

Convenience store

Date of opening

Friday 19 May 2023 at 13:00

Studley Post Office services available

For information about product availability call 03457 22 33 44.

For details of maximum value of transactions, please speak to the operator.

	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. Tracked & Signed)	✓
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 (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Vehicle tax	x
Travel	
Pre-order travel money	✓
On demand travel money	Euros & Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	
<p>Products marked x are available at Greenlands Post Office, 170 - 172 Studley Road, Redditch, B98 7HL</p> <p>Other Products are available at Matchborough Post Office, McColls, Unit 6 - 7 Matchborough Centre, Matchborough Way, Redditch, B98 0EP</p>	
<p>Opening times: Mon, Tue, Thu & Fri 09:00 – 18:00 Wed 09:00 – 18:30</p> <p>Opening times: Mon to Sat 06:00 – 22:00 Sun 07:00 – 22:00</p>	

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 **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

These Principles have been agreed with Citizens Advice, Citizens Advice 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, Citizens Advice 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.

postofficeviews.co.uk

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² 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.

³ 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 ² and ³ 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.