



Dear Customer,

## **Local public consultation – Decision**

**Ten Acre Street Post Office  
3 Dogpool Lane, Selly Park, B30 2XN**

As you will be aware, following a period of local public consultation and review last year we made the decision to relocate the above branch into Nisa Local, 734-736 Pershore Road, Selly Park, B29 7NJ, where it will be known as Pershore Road Post Office.

Since then we have been working with the new postmaster to finalise our plans. In particular, an application for planning permission has been made by the postmaster to the Highways department for the possibility to drop the pavement kerb immediately outside the new premises to improve access for Royal Mail collections. The planning permission request is ongoing and we are currently unable to confirm an opening date for Pershore Road branch. We will provide a further update as soon as we are able to.

Unfortunately, the current branch now needs to close as the landlord wishes to progress their premises redevelopment plans and the branch at the existing location will need to close on Tuesday 15 March 2022 at 17:30. We apologise for the inconvenience this temporary closure will cause our customers.

During the temporary closure of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of three possible alternative branches are provided below for your convenience:

- Vicarage Road Post Office, 276 Vicarage Road, Kings Heath, B14 7NH
- Selly Oak Post Office, 8 Oak Tree Lane, Birmingham, B29 6HX
- Moseley Post Office, 149 Alcester Road, Birmingham, B13 8LH

We hope that our customers will continue to use Post Office services at any convenient branch and the latest available branch information can be found on our website: [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://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](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

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## Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours. The latest available branch information can be found on our website

[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

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### Vicarage Road Post Office

276 Vicarage Road  
Kings Heath  
B14 7NH

#### Opening times

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 16:00
Sunday	Closed

#### Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Vehicle Tax and National Lottery.

#### Access

This branch has a wide door and level access at the entrance.

#### Getting there

This Post Office service is located approximately 1.1 miles away from Ten Acre Street branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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### Selly Oak Post Office

8 Oak Tree Lane  
Birmingham  
B29 6HX

#### Opening times

Monday – Friday	08:30 – 17:30
Saturday	08:30 – 13:00
Sunday	Closed

#### Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and National Lottery.

#### Access

This branch has a wide door and level access at the entrance.

#### Getting there

This Post Office service is located approximately 1.4 miles away from Ten Acre Street branch, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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### Moseley Post Office

149 Alcester Road  
Birmingham  
B13 8LH

#### Opening times

Monday – Saturday	08:30 – 18:00
Sunday	Closed

#### Services

The same range of services will continue to be available, with the addition of a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send and National Lottery.

#### Access

This branch has a wide door and level access at the entrance via a ramp or steps with handrails.

#### Getting there

This Post Office service is located approximately 1.6 miles away from Ten Acre Street branch, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

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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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, 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](https://postofficeviews.co.uk)

Call: 03452 66 01 15

[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)

Textphone: 03457 22 33 55

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.