



Dear Customer

**Werrington Post Office®  
Ash Bank Road, Werrington, Stoke on Trent, ST9 0JP**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Select Convenience, 215b Ash Bank Road, Werrington, Stoke on Trent, ST2 9EE, where it will operate as one of our new local style Post Office branches.

We have received 146 individual responses from customers and local representatives during the local public consultation period. Several people supported the move as it would keep a Post Office service within the Werrington community. However, some concerns were raised about parking at the proposed site and accessibility inside the store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. Access will be via a step, however a portable ramp will be provided if required and a bell, signage and grab rail will be installed at the entrance. Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers to move around the shop and access Post Office services.

I have carefully considered my original proposal and the feedback received during the public consultation period. I am confident that the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, including the collection of undelivered mail, alongside retail transactions. Post Office customers will benefit from the extended opening hours provided by our operator including Saturday afternoon and Sunday opening, and longer opening times throughout the week.

The current branch will close at 12:30 on Saturday 8th September 2018, with the new branch opening, at Select Convenience, 215b Ash Bank Road, at 13:00 on Monday 10th September 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Bucknall Post Office, 3 Eaves Lane, Bucknall, Stoke-On-Trent, ST2 8JY
- Wetley Rocks Post Office, 679 Cheadle Road, Wetley Rocks, Stoke on Trent, ST9 0BA

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

Thank you for considering our proposal.

Yours faithfully

*Karen Coles*

**Karen Coles**  
**Area Network Change Manager**

How to contact us:

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

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

FREEPOST Your Comments

<b>Werrington Post Office information sheet</b>															
<b>Address</b>	Select Convenience 215b Ash Bank Road Werrington Stoke on Trent ST2 9EE														
<b>Opening hours</b>	<table border="1"> <tbody> <tr> <td>Monday</td> <td>09:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>09:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>09:00 – 22:00</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 22:00</td> </tr> <tr> <td>Sunday</td> <td>11:00 – 19:00</td> </tr> </tbody> </table>	Monday	09:00 – 21:00	Tuesday	09:00 – 21:00	Wednesday	09:00 – 21:00	Thursday	09:00 – 21:00	Friday	09:00 – 22:00	Saturday	09:00 – 22:00	Sunday	11:00 – 19:00
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<b>Distance</b>	0.7 miles away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p style="text-align: center;"><b>Access and facilities</b></p> <p>The premises will have a wide door and a step at the entrance. Internally, there will be space for a wheelchair.</p> <p style="text-align: center;"><b>Parking</b></p> <p>Parking will be available on the forecourt outside of the premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Monday 10th September 2018														

**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.**

**Werrington Post Office® services available**

**For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	<b>Express 24 &amp; 48</b>
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
<b>Bill payments</b>	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	<b>Euros/Dollars</b>
Travel insurance referral	✓
On demand travel insurance	x
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Products marked x are available at <b>Bucknall</b> Post Office, 3 Eaves Lane, Bucknall, Stoke-On-Trent, ST2 8JY	Opening times: Mon – Sat 08:30 – 18:00