



Dear Customer

West Heath Post Office®
27 Alvechurch Road, Birmingham, B31 3JW

We're writing to let you know that we're changing the above Post Office to one of our Local style branches.

Customers would access Post Office services at two low-screened, open-plan, modern serving points that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate these changes if needed. The branch will offer a wide range of Post Office products and services over longer opening hours Mon – Sat 08:00 – 20:00 & Sun 08:00 – 16:00, 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.

Customers will still be able to get most of the Post Office products and services they are used to however for a small number of services they may need to go on-line, telephone our customer helpline or visit an alternative Post Office. Full details of the new service are provided at the end of this letter.

Customers will benefit from the following improved facilities at the newly refurbished service:

- A modern open plan branch in newly refurbished premises
- Longer opening hours

The safety of our customers is of paramount importance to us. Therefore, to allow for the refurbishment to take place it will be necessary for the service to close, temporarily, from 17:30 on Tuesday 28 May 2019. It is envisaged that the work will take approximately 7 weeks to complete and your new- look Post Office will open at this location at 13:00 on Saturday 20 July 2019 at 09:00. Please accept our apologies for any inconvenience caused during the temporarily closure.

If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. Details of alternative Post Office branches in the area are shown at the end of this letter.

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Posters will now be displayed in branch so customers are aware of the change.

We hope that you and our customers will continue to support your new style Post Office service.

Yours faithfully

Scott Lacey

Scott Lacey
Area Network Change Manager

How to contact us

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

Alternative branches:

Northfield Post Office

773 Bristol Road South
Northfield
Birmingham
B31 2NH

Opening times

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	09:00 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 14:00
Sunday	Closed

Services

The same range of services will continue to be available.

Access and facilities

At the entrance, access is available via steps or a ramp with handrails and wide doors. Internally, there is a low level serving counter, a low level writing desk, a hearing loop and space for a wheelchair.

Transport/parking

Time restricted roadside parking is available outside the branch and on the road opposite the branch with dedicated marked disabled bays.

There is Pay & Display parking available at Herbert Austin Car Park within 240 metres of the branch. There is a frequent bus service available between West Heath branch and this Post Office service. The nearest bus stop is within 150 metres away.

Distance

This Post Office service is located approximately 1.5 miles away from West Heath branch, along varied terrain.

Sunbury Road Post Office

2 Sunbury Road
Longbridge
Birmingham
B31 4LJ

Opening times

Monday	08:30 – 21:00
Tuesday	09:00 – 21:00
Wednesday	09:00 – 21:00
Thursday	09:00 – 21:00
Friday	09:00 – 21:00
Saturday	09:00 – 21:00
Sunday	09:30 – 20:00

Services

The same range of services will continue to be available with Euros and Dollars, however excluding Comprehensive range of Travel Money, Car Tax, Passport Check & Send and National Lottery.

Access and facilities

This branch has a wide door and a step at the entrance, however a portable ramp is available on request.

Internally there is a hearing loop and space for a wheelchair.

Transport/parking

Time restricted roadside parking is available nearby.

There is a frequent bus service available between West Heath branch and this Post Office service. The nearest bus stop is within 150 metres away.

Distance

This Post Office service is located approximately 1 mile away from West Heath branch, along varied terrain.

West Heath 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

	Current branch	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	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	✓	Euros/Dollars
Travel insurance referral	✓	✓
Passport Check & Send	✓	x
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque	✓	✓
<p>Products marked x are available at Northfield Post Office, 773 Bristol Road South, Northfield, Birmingham, B31 2NH</p> <p>Opening times: Mon, Tue, Thu & Fri 08:30 – 17:30 Wed 09:00 – 17:30 Sat 09:00 – 14:00</p>		

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, 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.

⁴ 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.

⁵ 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.