



Dear Sir/Madam

West Street Post Office®
204-206 West Street, Crewe, CW1 3HN

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 McColls Retail Group, 171 West Street, Crewe, CW1 3HR, where it will operate as one of our new local style Post Office branches.

We received 3 individual responses from customers during the local public consultation period. The main feedback welcomed the move to the new location, welcoming the longer opening hours that would be available. Other feedback expressed slight concerns around parking at the new location. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

With regards to parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, matters such as the availability of parking spaces are outside the direct control of Post Office Limited. However I have conducted a further review of this matter and can confirm there is a free car park with disabled bays adjacent to the new premises as well as roadside parking in the surrounding area. I am therefore satisfied that access and parking at the new branch will continue to meet the needs of customers using the Post Office.

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. There is level access and wide automatic doors at the entrance to store and internally, the new branch will be built 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 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 and access Post Office services without difficulty.

The new local style Post Office will operate from a Post Office serving point located at the retail counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be available at the new branch. However, I can confirm that the new branch will still cater for the vast majority of Post Office products and services. The very small number of services that will no longer be offered can be accessed at Crewe Town Post Office which can be reached by a direct bus service.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including Saturday afternoons, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 19220699

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.





Thank you for considering our proposal.

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

**Please note this is the full address to use
and no further address details are required.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

West Street Post Office information sheet															
Address	McColls Retail Group 171 West Street Crewe CW1 3HR														
Opening hours	<table> <tr><td>Mon</td><td>06:00 – 23:00</td></tr> <tr><td>Tue</td><td>06:00 – 23:00</td></tr> <tr><td>Wed</td><td>06:00 – 23:00</td></tr> <tr><td>Thu</td><td>06:00 – 23:00</td></tr> <tr><td>Fri</td><td>06:00 – 23:00</td></tr> <tr><td>Sat</td><td>06:00 – 23:00</td></tr> <tr><td>Sun</td><td>06:00 – 23:00</td></tr> </table>	Mon	06:00 – 23:00	Tue	06:00 – 23:00	Wed	06:00 – 23:00	Thu	06:00 – 23:00	Fri	06:00 – 23:00	Sat	06:00 – 23:00	Sun	06:00 – 23:00
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Distance	85 metres away from the current branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with wide automatic doors at the entrance Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is a car park with marked disabled bays adjacent to the new premises.</p>														
Retail	Convenience store														
Date of Relocation	Date to be confirmed														

West Street 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

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	Express 24 & 48
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	✓
Withdrawals, deposits and payments	
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	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
<p>Products marked x are available at Crewe Town Post Office, WHSmith, 13 Victoria Centre, Crewe, CW1 2PU</p>	
<p>Opening times: Mon – Sat 09:00 – 17:30</p>	