



Dear Sir/Madam

Willenhall Post Office®
John Street, Willenhall, WV13 1PJ

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office to 14 Market Place, Willenhall, WV13 2AA, currently trading as Supervalu Homestores. The branch will be run by Robini Limited.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Willenhall, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 5 individual representations from customers. The main areas of feedback centred on the location of the proposed store and the impact market days might have on access to the branch. Respondents also commented on access into the store and parking in the area.

We held a customer forum on 8 May 2017 to talk about our plans and answer questions. I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch will be approximately 150 metres away from its current location and although we appreciate that customers cannot park directly outside, there are several car parking options in the vicinity of the new premises:

- Market Place car park on Wolverhampton Street is approximately 50 metres away, free for up to 4 hours with 53 spaces and 4 designated disabled bays.
- There are 5 designated disabled bays on Market Place, including 2 approximately 50 metres away.
- Wolverhampton Street car park, approximately 160 metres with 70 spaces including 6 designated disabled bays.
- Hall Street car park, approximately 210 metres with 52 spaces with 4 disabled bays.
- Gomer Street car park, approximately 270 metres from the new branch with 32 spaces including 2 designated disabled bays.

The market is currently held on Wednesday, Friday, and Saturday, with stalls extending along Market Place. When making these types of decisions we take access to the Post Office very seriously and we've taken into account that on market days, this part of Market Place is busier with shoppers. The pavement running outside the new location is wide and the market is required to comply with the relevant traffic and pedestrian regulations. We are satisfied that these measures mean that access to the store will not be compromised.

We acknowledge that the regular market does impact on public parking. However, on market days there is alternative parking in the Wolverhampton Street, Hall Street and Gomer Street car parks. There are also drop off points where the pedestrianised area meets Cheapside, approximately 105 metres away or on Bilston Street, approximately 150 metres away, both with resting points en route to the branch.

For those using public transport to access the new branch, the nearest bus stop is located on New Road approximately 100 metres from the new premises. Additionally there is a bus stop on Upper Lichfield Street approximately 140 metres from the new branch which serves additional bus routes.

In conclusion, I remain satisfied that customers in Willenhall will continue to have good access to Post Office services.

What the new branch will look like:

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. We will be working together with Robini Ltd to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will operate from a newly built dedicated Post Office area located to the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. There is a slight slope into the premises and an automated door will be installed. Externally the store front will include Post Office signage and an opening hours board. There will be full posting facilities in the new branch.

There will be directional signage from the entrance door through to the new Post Office area on the ground floor. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions.

The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The number of serving positions is based on current and future predicted business levels and the new branch will have two traditional floor to ceiling screened serving positions, two open plan positions and a Post Office serving point at the retail counter. Open plan serving positions are successfully used across our Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the move, the Post Office will also be open for longer including Saturday afternoons, providing customers with more flexibility around their visits.

I'm satisfied that customer needs will be adequately met. Alongside this, we'll monitor customer usage at the branch following the move and will work with Robini Limited to make sure service standards are maintained.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available, with the exception of the Biometric Enrolment Service for the Home Office. This will continue to be available at Walsall Post Office, Darwell Street, WS1 1AA, approximately 4.6 miles away. This branch can be reached by a regular bus service from the bus stop on Upper Litchfield Road. The new branch will, however, continue to offer the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff:

Robini Limited has successfully operated two Post Office branches in the West Midlands over a number of years, and they regard the Post Office network as a vital part of community services. They have satisfied us that they are equally as committed to delivering excellent customer service as we are.

Any person employed to work in Willenhall Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Robini Ltd team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion:

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Willenhall. The new location is central to the retail hub of the area, which will serve to attract footfall and keep the branch accessible to the community. The current branch will close at 17:30 on Wednesday 9 August 2017, with the new branch opening at 09:00 on Thursday 10 August 2017.


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: **00324699**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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**

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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Willenhall Post Office information sheet															
Address	Robini Limited 14 Market Place Willenhall WV13 2AA														
Opening hours	<table border="1"> <tr> <td>Mon</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Tue</td> <td>08:30 – 17:30</td> </tr> <tr> <td>Wed</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Thu</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Fri</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sat</td> <td>09:00 – 17:30</td> </tr> <tr> <td>Sun</td> <td>Closed</td> </tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Sat	09:00 – 17:30														
Sun	Closed														
Products & Services	The same wide range of products and services will still be available, with the exception of the Digital Application Service for the Home Office, but DVLA services will still be available.														
Serving positions	There will be five serving positions in total; two screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Additional facilities	A financial services area for discussions around our extensive range of financial and telephony services.														
Access & facilities	Access is via slight slope and an automatic door will be installed at the entrance to the new premises. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 150 metres away from the current branch, along varied terrain.														
Transport & parking	<p style="text-align: center;">Parking</p> <ul style="list-style-type: none"> • Market Place car park on Wolverhampton Street is approximately 50 metres away, free for up to 4 hours with 53 spaces and 4 designated disabled bays. • There are 5 designated disabled bays on Market Place, including 2 approximately 50 metres away. • Wolverhampton Street car park, approximately 160 metres away with 70 spaces including 6 designated disabled bays. • Hall Street car park, approximately 210 metres with 52 spaces with 4 disabled bays. • Gomer Street car park, approximately 270 metres from the new branch with 32 spaces including 2 designated disabled bays. <p style="text-align: center;">Buses</p> <p>The nearest bus stop is located on New Road approximately 100 metres from the new premises. Additionally there is a bus stop on Upper Lichfield Street approximately 140 metres from the new branch which serves additional bus routes.</p>														
Retail	Convenience store														
Date of move	10 August 2017														