



Dear Customer

Alcester Post Office®
36 High Street, Alcester, B49 5AA

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 30 High Street, Alcester, B49 5AB, where it will operate as one of our new main style Post Office branches.

We received 9 individual responses from customers and local representatives during the local public consultation period. The main feedback commented on accessibility into the branch and the availability of space within the new premises. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

Clearly, the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. There are steps at the entrance of the new premises, however, I'm pleased to confirm that the new operator will be making adjustments to improve access for customers. The new operator plans to install a permanent access ramp, subject to planning permission. If planning permission is not granted, a portable ramp will be available for any customer who is unable to manage the step. To let customers know that a ramp is available, there will be a clearly visible sign at the entrance explaining how to request it. There will also be a bell for people to ring for assistance and both this and the sign will be accessible to wheelchair users. A handrail will also be provided at the entrance to assist customers to negotiate the step.

Inside the new premises, the new main style branch will be built in line with Post Office specifications within a dedicated Post Office area, incorporating one security screened serving position and one open plan serving position. We have worked closely with the new operator on the internal layout and some fixtures, fittings and retail stock have been re-aligned to ensure clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers. Please be assured the new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches.

Additionally, there will be a Post Office serving point located at the shop counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week and will offer longer opening times than the main Post Office counter, providing customers with the flexibility of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. It is our understanding that the Royal Mail sorting office function will be unaffected by the move and customers will still be able to collect undeliverable mail items from the current location. Customers can also access the full range of Post Office products and services at Studley Post Office, which can be reached by a direct bus service. Full details of the new branch are provided at the end of this letter.

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, I am confident that this move will benefit the local community through a modern refurbished branch with longer opening hours, allowing customers good access to Post Office services whilst helping to provide future sustainability for the branch.

The current branch will close at 17:30 on 11 April 2018, with the new branch opening at 30 High Street, Alcester at 13:00 on 26 April 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 an alternative Post Office branch are provided below for your convenience:

- Studley Post Office, 33 - 35 Alcester Road, Studley, B80 7LL
- Astwood Bank Post Office, 2-4 Feckenham Road, Astwood Bank, Redditch, B96 6DS

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: **153246**

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. We hope that you will continue to support your new main Post Office branch.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

Alternative branches:

Studley Post Office

33-35 Alcester Road
Studley
B80 7LL

Services

The same range of services will continue to be available however excluding National Lottery.

Access and facilities

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

Opening times

| | |
|-----------|---------------|
| Monday | 08:00 – 20:00 |
| Tuesday | 08:00 – 20:00 |
| Wednesday | 08:00 – 20:00 |
| Thursday | 08:00 – 20:00 |
| Friday | 08:00 – 20:00 |
| Saturday | 08:00 – 20:00 |
| Sunday | 08:00 – 20:00 |

Transport/parking

Tesco has a free car park at the back. There is a regular bus service available between Alcester branch and this Post Office service. The nearest bus stop is directly outside the branch.

Route

This Post Office service is located approximately 4.3 miles away from Alcester branch, along varied terrain.

Astwood Bank Post Office

2-4 Feckenham Road
Astwood Bank
Redditch
B96 6DS

Services

The same range of services will continue to be available however excluding comprehensive range of Travel Money and Passport Check & Send.

Access and facilities

This branch has a wide door and a step at the entrance.

Transport/parking

Time restricted parking is available nearby. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 4.9 miles away from Alcester branch, along varied terrain.

Opening times

| | |
|-----------|---------------|
| Monday | 08:30 – 17:30 |
| Tuesday | 08:30 – 17:30 |
| Wednesday | 08:30 – 17:30 |
| Thursday | 08:30 – 17:30 |
| Friday | 08:30 – 17:30 |
| Saturday | 09:00 – 12:30 |
| Sunday | Closed |

Details of the new service:

| Alcester Post Office information sheet | | | | | | | | | | | | | | | |
|---|---|-----------|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|--------|
| Address | 30 High Street Alcester B49 5AB | | | | | | | | | | | | | | |
| Post Office Opening hours | <table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 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 | 09:00 – 17:30 | Tue | 09:00 – 17:30 | Wed | 09:00 – 17:30 | Thu | 09:00 – 17:30 | Fri | 09:00 – 17:30 | Sat | 09:00 – 17:30 | Sun | Closed |
| Mon | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Tue | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Wed | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Thu | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Fri | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Sat | 09:00 – 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| New Opening times of Post Office service at retail counter | <table border="1"> <tr><td>Mon - Sat</td><td>07:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table> | Mon - Sat | 07:00 - 17:30 | Sun | Closed | | | | | | | | | | |
| Mon - Sat | 07:00 - 17:30 | | | | | | | | | | | | | | |
| Sun | Closed | | | | | | | | | | | | | | |
| Distance | 40 metres away from the current branch, along level terrain. | | | | | | | | | | | | | | |
| Products & Services | The same wide range of products and services will still be available. | | | | | | | | | | | | | | |
| Serving positions | There will be 3 serving positions. These will be a mixture of one screened, one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours times offering selected services. | | | | | | | | | | | | | | |
| Accessibility & Accessibility works | <p>Access and facilities Subject to planning permission a permanent ramp would be installed. Should planning permission not be granted, a portable ramp will be made available on request, along with clear signage and a bell. Internally, there will be a hearing loop, a low level writing desk and space for a wheelchair.</p> <p>Parking/Buses There is time restricted roadside parking with disabled bays outside the proposed premises.</p> | | | | | | | | | | | | | | |
| Retail | Confectionery, Tobacco & News retailer | | | | | | | | | | | | | | |
| Date of relocation | 13:00 on Thursday 26 April 2018 | | | | | | | | | | | | | | |

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.