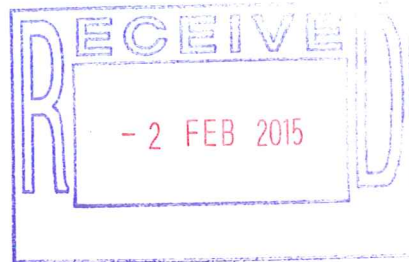




Ms H Ball - Town Clerk  
Shrewsbury Town Council  
Guildhall  
Frankwell Quay  
SHREWSBURY  
SY3 8HR

30 January 2015

Dear Ms Ball



**Radbrook Green Post Office®**  
**The Midcounties Co-operative, Bank Farm Road, Shrewsbury, SY3 6DU**  
**Modernising your Post Office**

I'm delighted to tell you that we've decided, with the operator's agreement, to change the above Post Office branch to one of our new main style branches.

This change is part of a major programme of modernisation and investment taking place across the Post Office network, the largest in the history of Post Office Ltd, which will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches. The programme is underpinned by Government investment, with the Government committing £1.34bn in 2010 to maintain and modernise the Post Office network and in November 2013 announcing a further £640m investment in the Post Office network until 2018. Our aim is to create a more modern and convenient retail experience for customers that will include longer opening hours.

**What will this mean for customers?**

- a newly refurbished branch providing a modern open plan environment for customers
- the same products and services with the addition of Car tax
- longer opening hours
- selected Post Office services will also be available at the retail counter during shop opening hours

Your new-look Post Office is scheduled to open at the current location on Friday 20 March 2015 at 13:00 - it will need to close for refurbishment on Saturday 7 March 2015 at 12:00. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. I've included details of other Post Office branches in the area that customers can use during the refurbishment and some useful information about the change.

Posters will now be displayed in branch so customers are aware of the change and leaflets will also be available containing more information.

**Getting in touch**

I'm happy to answer any questions you may have about the new service. Please email or write to me via our Communication & Consultation team, whose contact details are provided overleaf.

We look forward to welcoming customers to their new main Post Office branch.

Yours sincerely

**Sue Whittall**  
**Area Manager**  
[www.postoffice.co.uk](http://www.postoffice.co.uk)

## How to contact us:

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



Customer Helpline: 08457 22 33 44

Textphone: 08457 22 33 55

 FREEPOST Your Comments



[www.postoffice.co.uk](http://www.postoffice.co.uk)

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

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44

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, or by contacting us or on our website at: [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office). 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.

### Radbrook Green Post Office information sheet

Post Office opening hours	Current		New	
	Mon	09:00 – 17:30	Mon	09:00 – 17:30
	Tue	09:00 – 17:30	Tue	09:00 – 17:30
	Wed	09:00 – 17:30	Wed	09:00 – 17:30
	Thu	09:00 – 17:30	Thu	09:00 – 17:30
	Fri	09:00 – 17:30	Fri	09:00 – 17:30
	Sat	09:00 – 12:00	Sat	09:00 – 17:30
	Sun	Closed	Sun	Closed
New Opening times of Post Office service at retail counter offering selected services	Mon – Sat		07:00 – 22:00	
	Sun		10:00 – 16:00	
Open plan counter hours	Mon – Sat		09:00 – 17:30	
	Sun		Closed	
Products & Services	The same wide range of products and services will still be available with the addition of Car tax.			
Accessibility works	There will be a low level serving counter and a hearing loop.			
Serving positions	There will be three serving positions. These will be a mixture of one screened, two open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.			
Current Post Office branch closes for refurbishment		New style Post Office branch opens		
12:00 on Saturday 7 March 2015		13:00 on Friday 20 March 2015		
Other Post Offices branches in the area				
Copthorne Post Office Mytton Oak Road Shrewsbury SY3 8UG		Shrewsbury Road Post Office Upper Mall Darwin Centre Shrewsbury SY1 1BN		