



Shrewsbury Town Council
TO:
19 MAR 2015
Action:

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

18 March 2015

Dear Ms Ball

Copthorne Post Office®
Mytton Oak Road, Shrewsbury, SY3 8UG

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing, with the operator's agreement, to move the above Post Office branch to a new location around the corner - Midcounties Co-operative, Mytton Oak Road, Shrewsbury, SY3 8UG. I'm pleased to tell you that, if the move goes ahead, subject to consultation it will change to one of our new main style branches.

This change is part of a major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Ltd. The Programme is underpinned by Government investment and will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches.

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services
- Selected Post Office services will also be available at the retail counter during shop opening hours

Consulting on the proposed new location

We're now starting a period of local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you?
- Any local community issues which you think could be affected by the proposed move
- Anything you particularly like about the proposed change

www.postoffice.co.uk

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 17264199

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	19 March 2015
Local Public Consultation ends	21 May 2015
Proposed month of change	July/August 2015

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours sincerely



Adrian Wales
Regional Network Manager

How to contact us:

 postofficeviews.co.uk

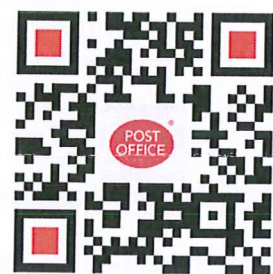
 comments@postoffice.co.uk

 Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

 FREEPOST Your Comments

Want to tell us what you think
right here and now – scan here

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



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

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

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.

Copthorne Post Office information sheet																															
	Current Post Office location		Proposed new Post Office location (subject to local public consultation)																												
Address	Mytton Oak Road Shrewsbury SY3 8UG		Midcounties Co-operative Mytton Oak Road Shrewsbury SY3 8UG																												
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 - 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 - 12:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 - 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 - 12:00	Sun	Closed		<table border="1"> <tr><td>Mon</td><td>08:30 - 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	08:30 - 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
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Sun	Closed																														
New Opening times of Post Office service at retail counter offering selected services	<table border="1"> <tr><td>Mon - Sat</td><td>07:00 - 22:00</td></tr> <tr><td>Sun</td><td>10:00 - 16:00</td></tr> </table>			Mon - Sat	07:00 - 22:00	Sun	10:00 - 16:00																								
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Open plan counter hours	<table border="1"> <tr><td>Mon - Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>			Mon - Sat	09:00 - 17:30	Sun	Closed																								
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Distance	25 metres around the corner 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 four 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.																														
Accessibility & Accessibility works	<p>Access and facilities Current branch has a wide door and level access. Internally, there is space for a wheelchair.</p> <p>Parking There is a car park with designated disabled bays within 50 metres of the branch.</p>	<p>Access and facilities The proposed premises would have a wide door and level access. Internally, there would be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking There is a car park with designated disabled bays outside the proposed premises.</p>																													
Retail	Cards & stationary	Convenience store																													
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Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postoffice.co.uk/transforming-post-office