



Ms Helen Ball, Town Clerk
Shrewsbury Town Council
Guildhall
Frankwell Quay
SHREWSBURY
SY3 8HR



17 June 2015

Dear Ms Ball

**Sentinel Gardens Post Office® branch
Previously Located At: 69 Whitchurch Road, Shrewsbury, SY1 4EE**

Decision - move to new premises & branch modernisation

Further to my colleague's letter to you dated 26 March 2015, in which we proposed to re-open the above Post Office branch in a new location at Robson Stores Ltd, 4 Sundorne Avenue, Shrewsbury, SY1 4JP, where it will be known as Sundorne Avenue Post Office and will operate as one of our new main style Post Office branches.

I'm now writing to confirm as Regional Network Manager with responsibilities in this particular area, to let you know the final decision regarding the Sentinel Gardens branch.

We have received a number of comments from customers and local representatives during the local public consultation period, mainly in support of the re-opening, and welcoming the return of Post Office services in the local area. However, some feedback expressed concern about parking difficulties in the area and surrounding the proposed location. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns about parking in the area surrounding 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 the availability of parking spaces is outside the direct control of Post Office Limited, however I have reviewed this aspect of the proposal. I can confirm that there is roadside parking directly outside the premises. I am therefore satisfied that there is sufficient parking in the vicinity of the proposed new branch to meet the needs of customers using the Post Office.

Internally, the new main style branch will be built in line with Post Office specification. The Post Office counter area will have one screened and one open plan position with a low level serving counter, a low level writing desk and a separate queuing area for Post Office customers. The operator plans to install a permanent ramp and internally the store will be in line with Post Office specification, with sufficient space for customers to move freely around the store and to access Post Office services. Post Office customers will also benefit from the longer opening hours provided by our operator.

A further Post Office serving point will be located at the shop till, where customers can carry out a wide range of Post Office products and services alongside retail transactions. This service point will be open for even longer and seven days a week, giving customers greater flexibility to visit the branch 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. Full details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal and the feedback received during the public consultation period. I am confident that this move will benefit the local community through a modern refurbished branch with longer opening times, allowing customers good access to Post Office services whilst helping to provide future sustainability for the branch. We already have over 2000 branches offering Post Office services in this new way and customer and operator feedback has been very positive.

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.

Further details of the new service are provided at the end of this letter.

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: 21864199

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours sincerely



Simon Drinkwater
Regional Network Manager

How to contact us:

🌐 postofficeviews.co.uk

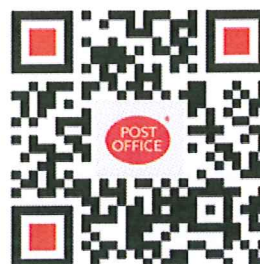
✉️ comments@postoffice.co.uk

☎️ Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

✉️ FREEPOST Your Comments

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.



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

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. 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.

Post Office Limited 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 03457 22 33 44 or textphone 03457 22 33 55.

Sundorne Avenue Post Office information sheet

Address	Robson Stores Ltd 4 Sundorne Avenue Shewsbury SY1 4JP														
Post Office opening hours	<table border="1" data-bbox="746 752 1139 987"> <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														
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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 offering selected services	<table border="1" data-bbox="735 1043 1150 1077"> <tr><td>Mon to Sun</td><td>05:00 – 22:00</td></tr> </table>	Mon to Sun	05:00 – 22:00												
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Distance	800 metres, away from the previous branch, along varied terrain.														
Serving positions	There will be three serving positions, one screened, one open plan and a combination till provided for use at the retail counter and available during shop opening hours.														
Accessibility & accessibility works	<p align="center">Access and facilities</p> <p>Access would be via a ramp with a wide door entrance. Internally, there would be a low-level serving counter, a low level writing desk, a hearing loop and space for wheelchair.</p> <p align="center">Parking</p> <p>Roadside parking outside the premises</p>														
Retail	Convenience Store														