

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

4 June 2015

Dear Ms Ball

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

**Decision - move to new premises & branch modernisation**

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Midcounties Co-operative, Mytton Oak Road, Shrewsbury, SY3 8UG, where it will operate as one of our new main style Post Office branches.

We received a very small amount of feedback from customers and local representatives during the local public consultation period, mainly in support of the move as this will enable us to maintain Post Office services to the local community. Respondents also welcomed the improved range of facilities and the longer opening hours on offer at the proposed new branch. However, slight reservation was expressed about the amount of space that would be allocated for Post Office use within the store. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new branch.

To explain the background to our proposal, the move of the branch is part of our modernisation and investment plans for the Post Office network to provide a network that is sustainable and will better meet customer needs for the future. As part of the programme we asked our Postmasters their preferences and our existing Postmaster at Copthorne branch has expressed a desire to convert to the new main style format and move to their large convenience store nearby, which will help safeguard the viability of their business and the long term future sustainability of the Post Office service in the local community. A number of factors are taken into account when considering new premises, including the location, access to and size of the premises. The processes we follow are established, robust and to be fair to the Postmaster.

The new main style Post Office will be incorporated into a modern convenience store with a bright and fresh environment for customers. We have been working closely with the operator in the design of the new branch to plan the layout of the Post Office counter area. This will consist of a dedicated Post Office and queuing area, ensuring optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. We will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space and privacy whilst conducting their business.

Inside the Co-op store, the new branch will be built in line with Post Office specification with one screened and two open plan serving positions and separate queuing area for Post Office customers. The new branch will provide level access with wide automatic doors at the entrance, a low level serving counter, a low level writing desk, longer opening hours on Saturday and extensive parking facilities.

Additionally, there will be a Post Office serving point located at the retail till where customers can access the majority of Post Office product and services alongside retail transactions. This serving point will be open seven days a week, in line with store opening hours and will offer significantly longer hours than the main Post Office counter, providing customers more choice to visit 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. 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 the new branch is suitably located and that this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. We already have over 2400 branches offering Post Office services in this new way and customer and operator feedback has been very positive.

The current branch will close at 12:00 on Saturday 4 July 2015, with the new branch opening at Midcounties Co-operative, Mytton Oak Road at 09:00 on Wednesday 8 July 2015. 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 Post Office, customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

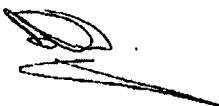
- Radbrook Green Post Office, The Morris Radbrook Centre, Bank Farm Road, Shrewsbury SY3 6DU.
- Bicton Heath Post Office, 3 Penfold Shopping Centre, Gains Park, Shrewsbury, SY3 5HF

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 17264199

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.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office), or by contacting us at the address provided at the end of this letter.

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



**Adrian Wales**  
**Regional Network Manager**

## How to contact us:

-  [postofficeviews.co.uk](https://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03457 22 33 44  
Textphone: 03457 22 33 55
-  FREEPOST Your Comments  
**Please note this is the full address to use  
and no further address details are required.**

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.



**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.**

**Details of the new service:**

<b>Copthorne Post Office information sheet</b>															
<b>Address</b>	Midcounties Co-operative, Mytton Oak Road, Shrewsbury, SY3 8UG														
<b>Post Office Opening hours</b>	<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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<b>New Opening times of Post Office service at retail counter offering selected services</b>	<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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<b>Distance</b>	25 metres around the corner from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.														
<b>Serving positions</b>	There will be four serving positions, which will be a mixture of one screened and two open plan, with a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> Access is level with a wide automatic door at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p><b>Parking/Buses</b> There is a car park, with designated disabled bays, outside the store.</p>														
<b>Retail</b>	Convenience store														
<b>Date of relocation</b>	09:00 on Wednesday 8 July 2015														