



Dear Customer

Acocks Green Crown Post Office® branch
1100 Warwick Road, Acocks Green, Birmingham, B27 6BG

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing to move Acocks Green Post Office to a new location – 1131 Warwick Road, Acocks Green, Birmingham, B27 6RA. If the move goes ahead the premises will undergo a complete refurbishment to incorporate the Post Office with a Confectionary, Tobacco & News retail offer and the branch would be run by ZCO Ltd.

This move is part of our programme to transform and modernise the Post Office network to help create a network of branches that are modern, sustainable and profitable. This branch is currently one of approx. 340 which are directly managed by Post Office Limited. A far greater number of our Post Office branches – more than 10,000 – are successfully run by carefully selected third parties within their retail premises. We believe the best approach to retaining this branch, so it can continue to serve its community, is to change the way we operate it, so that if the move goes ahead it will be run by ZCO Ltd rather than by us directly.

Our priority is to ensure that we provide the services that will meet customer needs, both now and into the future, and secure the long-term viability of Post Office services in this community.

ZCO Ltd offer Confectionary, Tobacco & News shopping and regard the Post Office network as a vital part of community services. The New Operator has successfully operated a number of Post Office branches nationally over a number of years. ZCO Ltd have satisfied us that they would be able to successfully run the branch in Acocks Green, by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours.

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same wide range of products and services. For reasons outside Post Office Limited's control, we cannot yet confirm whether or not a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider and relevant planning permission.
- The new branch will not have the Digital Application Services for the Home Office
- Selected Post Office services available at the retail counter during shop opening hours

www.postoffice.co.uk

Consulting on the proposed new location

We're now starting a 6-week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Although the decision to change the way we operate the branch is not a matter for public consultation, before we finalise our plans, we would really like to hear your views, 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 or premises
- 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

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.

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: **002201**.

postofficeviews.co.uk

Dates for local public consultation:

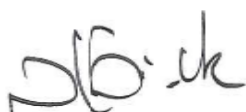
Local Public Consultation starts	24 September 2014
Local Public Consultation ends	5 November 2014
Proposed month of change	January / February 2015

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 a full copy of the Code will also be available in branch.

The Post Office will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed relocation. The details of this event will be finalised soon, please look out for details of the event on posters within the branch.

Thank you for considering our proposal.

Yours sincerely




Neil Corrick
Franchise Project 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.

Acocks Green Post Office information sheet							
	Current location				Proposed new location (subject to local public consultation)		
Address	1100 Warwick Road Acocks Green Birmingham B27 6BG				1131 Warwick Road Acocks Green Birmingham B27 6RA		
Post Office Opening hours	Mon	09:00 - 17:30			Mon	08:30 - 18:00	
	Tue	09:30 - 17:30			Tue	08:30 - 18:00	
	Wed	09:00 - 17:30			Wed	08:30 - 18:00	
	Thu	09:00 - 17:30			Thu	08:30 - 18:00	
	Fri	09:00 - 17:30			Fri	08:30 - 18:00	
	Sat	09:00 - 17:30			Sat	08:30 - 18:00	
	Sun	Closed			Sun	Closed	
	New Opening times of Post Office service at retail counter	Mon - Sat		07:00 - 19:00			
Sun		Closed					
Products & Services	<p>The same wide range of products and services would still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether or not a cash machine will be available at the new branch. This is subject to a survey by our cash machine provider and relevant planning permission.</p> <p>The new branch will not have the Digital Application Services for the Home Office.</p>						
Serving positions	There would be six serving positions in total, which would be made up of one screened and four open plan, and a Post Office serving point at the retail counter (the total number of serving positions has been based on current and future predicted business levels),						
Additional Facilities	A financial services area for discussions around our extensive range of financial and telephony services.						
Access and facilities	The existing internal ramp will be modified to ensure that it fully complies with Post Office Limited's accessibility standards and all relevant legislation. Additionally an automatic door will be installed at the entrance to the proposed premises, to enable ease of access for wheelchair users and those with mobility issues. A low level serving counter, low level writing desks and hearing loops would be available at the proposed premises.						
How far away is it?	75 metres away from the current branch, along level terrain.						
Transport & parking at the proposed new premises	<p>There is limited free parking for one hour on the service road in Warwick Road within approx. 80 metres of the proposed new premises. A pay and display car park located nearby in Station Road within approx. 150 metres.</p> <p>As the new Post Office would be located close by customers can still the same bus services, with the nearest bus stop located within approximately 110 metres of the current premises and 40 metres of the proposed premises.</p>						
Retail	Confectionary, Tobacco & News						
Local Public Consultation starts	24 September 2014						
Local Public Consultation ends	5 November 2014						
Proposed month of change	January / February 2015						

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