



Dear Customer

**Beacon Street Post Office® branch
149 Beacon Street, Lichfield, WS13 7BG**

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing, with the subpostmaster's agreement, to move the above Post Office branch to a new location – 46/48 Wheel Lane, Lichfield, WS13 7EA. And I'm pleased to tell you that, if the move goes ahead, subject to consultation and the appointment of the new operator, it will change to one of our new main style branches.

The move of this branch is part of a three-year investment and support programme, the largest in the history of Post Office Ltd, which will see around 6,000 branches (about half the Post Office network) converting to new style branches.

What will this mean for customers?

- A modern branch in newly refurbished premises
- The same products and services you're used to
- Selected Post Office services will also be available at the retail counter during shop opening hours
- Improved accessibility

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. 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 there easy access inside?
- 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.

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 overleaf. Any information we receive will be considered as we finalise our plans for the new branch.



www.postoffice.co.uk

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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: 234242

www.postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	05 March 2013
Local Public Consultation ends	18 April 2013
Proposed month of change	May 2013

In this instance we have extended public consultation by 2 working days to allow for the holiday period over Easter.

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 we'll put a poster in branch to let you know our final plans.

Yours sincerely



Adrian Wales
Regional Network Manager

How to contact us:

 www.postofficeviews.co.uk

 comments@postoffice.co.uk

 FREEPOST Your Comments

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.

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

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.



Beacon Street Post Office information sheet					
	Current Post Office location		Proposed new Post Office location (subject to local public consultation)		
Address	149 Beacon Street Lichfield WS13 7BG		46/48 Wheel Lane Lichfield WS13 7EA		
Post Office Opening hours	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 - 12:30	Sat 09:00 - 17:30		
	Sun	Closed	Sun Closed		
New Opening times of Post Office service at retail counter	<table border="1" style="margin: auto;"> <tr> <td>Mon - Sun</td> <td>08:00 - 22:00</td> </tr> </table>			Mon - Sun	08:00 - 22:00
Mon - Sun	08:00 - 22:00				
Distance	800 metres away from the current branch, along varied terrain.				
Products & Services	The same wide range of products and services will still be available.				
Serving positions	There will be three serving positions, which will be a mixture of two screened and a Post Office serving point provided for use at the retail counter and available during shop opening hours.				
Accessibility & Accessibility works	<p>Access and facilities Access is level with a threshold strip. Internally there are steps leading down into the Post Office area.</p> <p>Parking Roadside parking is available nearby.</p>	<p>Access and facilities Currently there are steps at the entrance of the proposed premises, however improvements would be made in line with DDA requirements. Internally, there would be a hearing loop and space for a wheelchair.</p> <p>Parking There are parking facilities within 50 metres of the proposed premises.</p> <p>Buses There is no direct bus service available between the current service and the proposed premises.</p>			
Retail	Confectionery		Confectionery		
Local Public Consultation starts	05 March 2013				
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Code of Practice for changes to the Post Office® network under the Network Transformation Programme

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 Consumer Focus (a national organisation) on these guidelines.

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.