



Dear Sir/Madam

**Monkspath Post Office®**  
**Farmhouse Way, Shirley, Solihull, B90 4EH**

**Changes to Monkspath Post Office®**

We recently asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on Wednesday 6 September 2017 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Monday 4 September 2017 at 17:30, however the following branches will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

- Prospect Lane Post Office, 121 Prospect Lane, Solihull, B91 1HT
- Cranmore Boulevard Post Office, 274 Cranmore Boulevard, Shirley, B90 4PX

When the new branch opens, customers will benefit from a newly modernised Post Office service and longer opening hours:

Monday – Sunday 06:00 – 22:00

I've also enclosed an information leaflet which outlines the main comments we received on our plans and our response to these. This leaflet is available in branch and posters are also being displayed to let customers know about the change.

A copy of our final plans for this branch is published on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 36524699

If you have a QR scanner on your phone, just scan here to go straight to the site:



Thank you for your time taken.

Yours faithfully

***Fiona Shanahan***

**Fiona Shanahan**  
**Area Manager**

If you have any questions about this change, please contact us using one of the following ways:



[postofficeviews.co.uk](https://postofficeviews.co.uk)



FREEPOST Your Comments

**(This is the full address to use.**

**No further address or name details are required)**



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

**To get this information in larger print, audio or braille, please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**



## **Monkspath Post Office® is changing**

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **2** submissions about the possible changes and we've now finalised our plans for the change to your branch. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

### **We asked why you use this Post Office and what you like about it.**

**You said..... that you use this Post Office as the staff are helpful and knowledgeable. You also said that you use this branch for a wide variety of services.**

You'll be glad to know that most of what you like about your branch won't change. Your existing Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

### **We asked for your comments about the changes to the branch.**

**You said..... you are concerned about having the Post Office and retail counters together, as this may cause longer queues. You also said that you are concerned about security when carrying out transactions at an open plan counter. Lastly, you expressed concerns that the staff may not be sufficiently trained to carry out Post Office transactions.**

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

In terms of training, we have a number of Post Office designed training packages that are provided to operators and which cover good customer service and all relevant Post Office transactional and operational procedures, including security procedures and procedures for open-plan working. The latter covers topics such as procedures for protecting confidential information and maintaining customer privacy. As with all branches, on-going training is provided to operators.

Additionally, your two new Post Office counters will be located at the end of the retail till, on the right hand side of the shop as you enter. During identified busy periods and to help manage waiting times, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

**We asked for your comments about any changes to the opening hours.**

**You said..... you said that the changes to the opening hours are unnecessary.**

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

**We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.**

**You said..... that the changes to the products and services are minimal, and will not affect you.**

I am pleased to let you know the range of products will remain the same at the new branch and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at Prospect Lane Post Office.

**We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.**

**You said.....you are concerned that the refurbishment period would be inconvenient for some people.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the Operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

We'd like to thank all those who took the opportunity to let us have their views about the changes.