



Mr Graham Evans MP
Member of Parliament for Weaver Vale
House Of Commons
LONDON
SW1A 0AA

5 August 2013

Dear Mr Evans

Runcorn Post Office® branch
WHSmith, 88 Forest Walk, Halton Lea, Runcorn, WA7 2GX

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing to move the above Post Office branch next door to its current location to Tesco Stores, 92-93 Forest Walk, Halton Lea, Runcorn, WA7 2GX. I am also pleased to tell you that when the branch moves it will change to one of our new-look main branches.

The operator who currently runs the branch has resigned and the premises will no longer be available for Post Office use so the branch will be closing at its current location on Saturday 14 September 2013. We have therefore been working hard locally to identify a new location from which to operate the branch and to avoid any disruption in services to our customers.

I'm therefore pleased to tell you that an opportunity has arisen to move this branch into Tesco Stores, enabling us to offer improved Post Office facilities to customers. The Post Office counter area will be located to the rear of the store which currently houses stationery goods and a storage area. Tesco are planning to completely refit this area and re-align a number of internal fixtures and fittings to provide additional space to incorporate a modern six position open plan branch. The new branch opening times will be greatly extended in line with store opening times, with staffing aligned accordingly to customer demand.

The change to 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 open plan branch in a newly refurbished part of the store
- Longer opening hours
- The same products and services you're used to

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Consulting on the proposed change

As I have said we're working hard to avoid any disruption to Post Office services so we're aiming to open the new branch on Monday 16 September 2013. While this means we have made the decision to move the branch we would still welcome your views on the service offer at the new location. Therefore we're now commencing a local public consultation and before we finalise our plans would like to hear your views, particularly around the following questions:

- 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?
- Are there any local community issues which you think could be affected by the proposed move?
- Is there 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. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

Dates for local public consultation:

Local Public Consultation starts	6 August 2013
Local Public Consultation ends	17 September 2013

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 copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans. We will inform our customers of the final plans by displaying a poster locally.

Yours sincerely



Simon Drinkwater
Regional Network Manager

How to contact us:

✉ FREEPOST PO Consultation

📧 consultation@postoffice.co.uk



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



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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.

Runcorn Post Office information sheet																														
	Current Post Office location	Proposed new Post Office location (subject to local public consultation)																												
Address	WH Smith Ltd 88 Forest Walk Halton Lea Runcorn WA7 2GX	Tesco Stores Ltd 92-93 Forest Walk Halton Lea Runcorn WA7 2GX																												
Post Office Opening hours	<table border="1"> <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	<table border="1"> <tr><td>Mon</td><td>08:00 - 19:00</td></tr> <tr><td>Tue</td><td>08:00 - 19:00</td></tr> <tr><td>Wed</td><td>08:00 - 19:00</td></tr> <tr><td>Thu</td><td>08:00 - 19:00</td></tr> <tr><td>Fri</td><td>08:00 - 20:00</td></tr> <tr><td>Sat</td><td>08:00 - 18:00</td></tr> <tr><td>Sun</td><td>10:00 - 16:00</td></tr> </table>	Mon	08:00 - 19:00	Tue	08:00 - 19:00	Wed	08:00 - 19:00	Thu	08:00 - 19:00	Fri	08:00 - 20:00	Sat	08:00 - 18:00	Sun	10:00 - 16:00
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Distance	20 metres away from the current branch along level terrain.																													
Products & Services	The same wide range of products and services will still be available.																													
Serving positions	There will be six serving positions, which will be a mixture of screened and open plan.																													
Accessibility & Accessibility works	<p>Access and facilities Access is level with a wide door. Internally, there is a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.</p> <p>Parking There is a large car park at the Halton Lea Shopping Centre, with disabled bays available.</p>	<p>Access and facilities Access is level with a wide door. Internally, there will be a low-level serving counter, a low-level writing desk, a hearing loop and space for a wheelchair.</p> <p>Parking There is a large car park at the Halton Lea Shopping Centre, with disabled bays available.</p>																												
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