

STONE TOWN COUNCIL

Town Clerk

Les Trigg

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15 Station Road
STONE
ST15 8JP

6 December 2017

A special meeting of the **GENERAL PURPOSES COMMITTEE** will be held in **St Michael's Suite at the Frank Jordan Centre, Lichfield Street, Stone**, on **THURSDAY 14 DECEMBER 2017 at 7:00pm**.

I trust you will be able to attend.

Les Trigg
Town Clerk

AGENDA

1. **To receive apologies for absence**
2. **Declarations of Interest**
3. **Requests for Dispensations Received**
4. **Representations from Members of the Public**
To consider representations from members of the public on items to be considered at this meeting, in accordance with the Council's scheme of public participation
5. **Neighbourhood Plan**
To consider an updated version of the Town Council's Neighbourhood Plan (copy to follow).
6. **Stone Post Office**
To consider a letter from the Post Office (attached) and any action the Council may wish to take in respect of the temporary closure.

Members of the public are welcome to attend the General Purposes Meeting as observers



Dear Sir/Madam

Stone Post Office®
58-60 High Street, Stone, ST15 8AU

Branch Temporary Closure

I am writing to inform you that, regrettably, due to the closure of the premises, the above branch will be closing temporarily on Saturday 13 January 2018.

Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to the community.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown 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 future changes to service provision would be handled in line with our Code of Practice which sets out how we communicate and explain changes to the Post Office network. You can find more information about the Code at the end of this letter. Other people in your organisation may have an interest in this issue so please let them know about it.

I would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use the Post Office and full details of alternative Post Office services in the area are shown at the end of this letter.

I will write to you again once I have any news about our plans for future service provision.

Yours faithfully

Denise Nutbrown

Denise Nutbrown
Multiples Account Executive

How to contact us:

 comments@postoffice.co.uk

 Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

 FREEPOST Your Comments
Please note this is the full address to use and no further address details are required.

 www.postofficeviews.co.uk

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

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Alternative branches:**Yarnfield Post Office**

Greenside
Yarnfield
Stone
ST15 0NA

Opening times

Monday	09:00 – 13:00 14:00 – 17:30
Tuesday	09:00 – 13:00 14:00 – 17:30
Wednesday	09:00 – 13:00 14:00 – 17:30
Thursday	09:00 – 13:00 14:00 – 17:30
Friday	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30

Services

The same range of services will continue to be available, however excluding Car tax, a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and a ramp at the entrance.

Transport/parking

Parking is available on the forecourt outside the branch. There is a frequent bus service available between Stone branch and this Post Office service. The nearest bus stop is 70 metres away.

Route

This Post Office service is located approximately 2.8 miles away from Stone branch, along varied terrain.

Barlaston Post Office

Station Road
Barlaston
Stoke-On-Trent
ST12 9DH

Opening times

Monday	07:00 – 22:00
Tuesday	07:00 – 22:00
Wednesday	07:00 – 22:00
Thursday	07:00 – 22:00
Friday	07:00 – 22:00
Saturday	07:00 – 22:00
Sunday	08:00 – 22:00

Services

The same range of services will continue to be available, however excluding a comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Parking is available on the forecourt outside the branch. There is a frequent bus service available between Stone branch and this Post Office service. The nearest bus stop is 100 metres away.

Route

This Post Office service is located approximately 3.2 miles away from Stone branch, along varied terrain.
