



Birchgrove 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 1 submission 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 did not comment on why you use this Post Office and what you like about it.

You'll be glad to know that most of what you like about your branch won't change. Your new 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 during busy periods, and prefer the current branch layout.

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. 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.

Additionally, your new Post Office counter will be located at the end of the retail till, on the right hand side of the shop as you enter.

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

You did not comment about any changes to the opening hours.

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... you would like to see more services introduced at this branch.

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking, 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 Trallwn Post Office and Clydach 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... the potential closure period would be inconvenient and for some people travelling to an alternative branch would be difficult.

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.

Please look at the poster displayed in branch for more details about the change.

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

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



FREEPOST Your Comments

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.