



Castelnau Post Office® is changing

Earlier this year 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 4 submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

Due to operational reasons the above branch closed temporarily for refurbishments on Tuesday 24 July 2018. Please accept our apologies for the late notification on this occasion and any inconvenience this may cause. We are working hard to restore Post Office services to the community in Castelnau. Your new-look branch will now open on: Tuesday 23 October 2018. During this period of temporary closure customers requiring Post Office services may use any convenient Post Office branch. Details of alternative branches are below:

- Church Road Post Office, McColls Retail Group, 96 Church Road, London, SW13 0DQ
- Hammersmith Post Office, WHSmith, 16 Kings Mall, King Street, London, W6 0PZ
- King Street Post Office, 168 King Street, Hammersmith, London, W6 0QU

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

You did not comment 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 that some customers would find it difficult to move in and around the store. You also mentioned that there is lack of space within the store during the seasonal times.

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. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. 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.

Additionally, your new Post Office counter will be located on the right hand side of the retail till at the rear of the shop. There will be sufficient space for Post Office customers to move around within the store, including wheelchair users, so they can reach the Post Office area without hindrance.

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

You said..... That you welcome the longer opening hours.

When the new branch opens customers will benefit from longer opening hours:

Monday to Saturday 07:30 - 18:00

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. Some of you also said that the removal of International Parcel services would be inconvenient for customers.

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. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that will no longer be available at Castelnau Post Office will continue to be offered at Church Road Post Office and Hammersmith 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..... That the potential closure period would not affect you, however this may 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.

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

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