



Dear Customer

Castelnau Post Office®
191 Castelnau, London, SW13 9ER

Changes to your Post Office® - tell us what you think

We're talking to the Postmaster about making some changes to the above Post Office to one of our new-style local branches. We'd like you to tell us what you think about the changes before we finalise our plans.

We're planning this change as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a local style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the Castelnau community into the future.

Your new Post Office branch

Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the Postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

The branch would be open for longer: Mon - Sat 07:30 - 18:00. You'll still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to go on-line, telephone our customer helpline or visit an alternative Post Office. Details of product availability are provided overleaf. To get your new branch ready, it may need to close for up to seven days during May/June 2018 for refurbishment

What's next?

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it?
- What you think about the proposed new-look Post Office?
For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till; the queuing area or access to services inside the premises.
- What you think about any changes to the opening hours?
- 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?
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area?

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient on-line survey via the following link postofficeviews.co.uk and using the search function either by entering branch name, postcode or the unique branch code: 070001

If you have a QR scanner on your mobile phone, all you need to do is scan here:



We'll be accepting comments up to and including 23 March 2018. We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans with the Postmaster.

You can also let us have your comments in the following ways:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

All of the responses received will also be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

When would the changes happen?

Once the final decisions have been taken, we'll display a poster in branch to let you know the final plans. There will also be an information leaflet available in branch at the same time, outlining the main comments received and our response.

We're planning to make these changes in May/June 2018 and we'll put a poster up in branch at least two weeks before to let you know the exact date. We'll make sure any disruption caused by the refurbishment is kept to a minimum.

The following branch will be happy to provide customers with Post Office services during this period.

- Hammersmith Post Office, WHSmith, 161 Kings Mall, King Street, London, W6 0PZ

We'll also be asking you for further feedback once the changes have taken place and details will be available in your new-look branch shortly after it opens.

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 a copy of the Code it is available on our website at: www.postofficeviews.co.uk, to view in branch, or by contacting us. 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.

Castelnau Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	Current branch	New branch
Mail		
First & Second Class mail	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓
Signed For	✓	✓
Special Delivery	✓	✓
Home shopping returns	✓	✓
Inland small, medium & large parcels	✓	✓
Express & contract parcels	✓	Express 24 & 48
British Forces Mail (BFPO)	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓
Parcelforce Worldwide International parcels	✓	x
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
Withdrawals, deposits and payments		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
Change giving	✓	✓
Bill payments		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
Driving		
Car tax	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros/Dollars	Euros/Dollar
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers	✓	✓
Payment by cheque	✓	Car tax only
Products marked x are available at Hammersmith Post Office, WHSmith, 161 Kings Mall, King Street, London, W6 0PZ	Opening times: Mon – Fri 09:00 – 18:00 Sat 09:00 – 17:30	

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.