



Dear Sir/Madam

**Caterham On The Hill Post Office®
5D High Street, Caterham, CR3 5UE**

Local Public Consultation Decision

I'm writing to confirm that we have proceeded with our proposal to move the above Post Office branch to Londis, 51-55 High Street, Caterham, CR3 5UF, where it commenced operating as one of our new local style branches.

We received 10 individual responses from customers during the local public consultation period. The main feedback centred on parking in the area surrounding the new location and the availability of space inside the Londis store. This feedback helped me to understand customers' concerns and was taken into account in finalising our plans for the new branch.

While I acknowledge the concerns raised about parking difficulties in the area surrounding the new location, it is fair to say that this is a problem faced in many locations nationwide, including the previous branch. When looking at service provision in an area, we are mindful of the needs of our customers and as I am sure you will understand, the availability of parking spaces is an issue outside the direct control of Post Office Limited.

I have, however, conducted a further review which has confirmed that there is time restricted roadside parking outside the new premises and further along the High Street and this is comparable with the previous branch. I am therefore satisfied that car parking in the area surrounding the new location will meet the needs of customers using the Post Office. However, with the aim of further supporting our customers, the new operator will approach the relevant authority to see if any improvements can be made to parking in the area surrounding their premises.

We recognise that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as possible. Access at the new premises is level with a wide automatic door at the entrance.

Inside, the new branch is in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We have been working closely with the new operator on the internal layout to make sure there is clear access into the premises and the entrance, aisles and queuing area are kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services without difficulty.

Staff have been trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office is operating from two Post Office serving points located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Although the cash machine will not be transferring to the new site, customers are still be able to access cash from their Post Office card account and obtain everyday banking services throughout the extended opening times provided by our new operator. Additionally, customers may use the 24 hour Post Office cash machine at Purley Post Office branch, which can be accessed by a direct bus service.

The change also means that Post Office opening times are aligned to those of the shop. This means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, so customers can spread their visits and use our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which are available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am satisfied that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

As previously advised, the branch closed at the previous location at 17:30 on Monday 6 November 2017, and the new branch opened at Londis, 51-55 High Street, at 09:00 on Tuesday 7 November 2017.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 06301399

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.


Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  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.**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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.

Caterham On The Hill Post Office information sheet															
Address	Londis 51-55 High Street Caterham CR3 5UF														
Opening hours	<table> <tr> <td>Monday</td><td>06:00 – 23:00</td></tr> <tr> <td>Tuesday</td><td>06:00 – 23:00</td></tr> <tr> <td>Wednesday</td><td>06:00 – 23:00</td></tr> <tr> <td>Thursday</td><td>06:00 – 23:00</td></tr> <tr> <td>Friday</td><td>06:00 – 23:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 23:00</td></tr> <tr> <td>Sunday</td><td>06:00 – 23:00</td></tr> </table>	Monday	06:00 – 23:00	Tuesday	06:00 – 23:00	Wednesday	06:00 – 23:00	Thursday	06:00 – 23:00	Friday	06:00 – 23:00	Saturday	06:00 – 23:00	Sunday	06:00 – 23:00
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Sunday	06:00 – 23:00														
Distance	160 metres from the previous branch, along varied terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide automatic door at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking There is time restricted parking along the High Street.</p>														
Retail	Convenience store														
Date of Relocation	09:00 on Tuesday 7 November 2017														

Caterham Post Office® services available	
Your operator 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	
	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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euro/Dollar
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
Other products are available at Caterham Post Office, 46-48 Croydon Road, Caterham, CR3 6QB	
Opening times: Mon – Sat 09:00 – 17:30	