



Dear Customer

Church Road Post Office®
114 Church Road, Willesden, London, NW10 9PL

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into Morgan News, currently known as Morgan General Store, at 124 Church Road, Willesden, London NW10 9NG, where it will be operated by Morgan News.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Willesden, now and for the long-term.

Public consultation feedback

During the local public consultation period we received 6 individual representations from customers and local representatives and a petition collected by local MP Dawn Butler on behalf of local residents. We also met with Dawn Butler to discuss our proposal for the branch and held a customer forum to talk about our plans and answer questions. The main areas of feedback centred on the suitability of the proposed store to house a Post Office and the availability of space inside, as well as access to the new branch, security and the products and services that would be available.

We were also asked to extend the Local Public Consultation period. The consultation for Church Road Post Office has been carried out in line with our Code of Practice, which is agreed with Citizens Advice the independent statutory consumer watchdog for the Post Office network. In line with this, the consultation period for Church Road ran for 6 weeks which is consistent with the Code and we believe is an appropriate amount of time to allow customers and their representatives to consider our proposal and provide their feedback.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, when making our decision.

Getting to the new location:

When preparing our plans, we carefully consider factors such as the local terrain, parking and transport links and take account of whether there are any particular local road traffic issues that may negatively impact accessibility. However, as the new site is approximately 57 metres away from the existing site, customers can make use of the same transport and parking facilities as they do now. Additionally there is a safe drop off point and time restricted parking directly adjacent to the new store in Essex Road.

I therefore remain satisfied that customers in Willesden will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us. We will be working together with our new partner to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will operate from a newly built dedicated Post Office area at the rear of the store. Improvements will be made to the internal ramp and a handrail will be installed and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. The existing entrance in Church Road will be removed and a new entrance will be created at the side of the premises in Essex Road, with level access and automatic doors, alleviating congestion and providing customers with clear, unobstructed access to Post Office services.

Internally there will be sufficient space for Post Office customers, including wheelchair users, to reach the Post Office area without hindrance and the entrance area will be kept free of obstructions. Externally the store front will include Post Office signage and an opening hours board and there will be directional signage from the entrance door through to the new Post Office area. There will also be full posting facilities within the new branch.

The Post Office counters will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across our Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Safety and security are very important to us and as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The serving position located at the retail counter will offer customers all the same products and services, with the exception of high value transactions and some specialist services. The service at the retail counter will also be open for longer, including on Saturday evenings and all day Sunday, providing customers with more flexibility around their visits.

I'm satisfied that customer needs will be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with Morgan News to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services will continue to be available. It is our intention to install an external cash machine at the new site, subject to survey by our cash machine provider, operational considerations, relevant consent and planning permission. If this is not possible or it won't happen before the move, personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Alternatively, Willesden Post Office, 78 High Road, NW10 2PX, and Neasden Post Office, 308 Neasden Lane, Neasden, NW10 0AD both have external cash machines and are located approximately 1.4 miles away.

All staff, who work in the Post Office, will be trained to provide information on financial products, including savings and insurances. All staff who handle Post Office transactions are required to complete compliance training for a number of areas, including adherence to our robust security procedures, Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Staff will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Morgan News team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Willesden. The current branch will close at 17:30 on 8 November 2017, with the new branch opening at 09:00 on 9 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: **025005**


Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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

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.



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 in branch, by contacting us or on our website – 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.

To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Church Road Post Office information sheet															
Address	Morgan News 124 Church Road Willesden London NW10 9NG														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>06:30 - 19:30</td></tr> <tr><td>Sun</td><td>07:00 - 16:30</td></tr> </table>	Mon - Sat	06:30 - 19:30	Sun	07:00 - 16:30										
Mon - Sat	06:30 - 19:30														
Sun	07:00 - 16:30														
Products & Services	A wide range of products and services will still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	The existing entrance in Church Road will be removed and a new entrance will be created at the side of the premises in Essex Road, with level access and automatic doors. Internally there will be a ramp with a handrail to the Post Office area. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 57 metres away from the current branch, along level terrain.														
Transport & parking	<p style="text-align: center;">Parking/Buses</p> As the new premises are located close by the current branch, customers will be able to use the same local transport and parking facilities.														
Retail	Newsagents														
Date of move	Thursday 9 November 2017 at 09:00														