



Dear Sir/Madam

Collier Row Post Office®
46-48 Collier Row Road, Romford, RM5 3PB

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 the Pound 'n' Max retail store at 36-38 Collier Row Road, Romford, RM5 3NX where it will be run by Mr Senathirajah Sharvaswaran.

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 Collier Row, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 17 individual representations from customers and local representatives. We also held a customer forum to share information about our plans and answer questions with two local councillors in attendance.

The main areas of feedback centred on the suitability of the proposed store to house a Post Office, the welfare of current staff and training of new staff, queues in the existing branch and the products and services that will be available. I'd 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:

With any relocation, we carefully consider factors such as the local terrain, parking and transport links when developing our proposal. We also take account of whether there are any particular local road traffic issues that may negatively impact accessibility.

However, as the new site is only approximately 30 metres away from the existing site, customers can make use of the same transport and parking facilities as they do now. In conclusion, I remain satisfied that customers in Collier Row 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 older and disabled customers. We'll be working together with our new partner to provide a new, modern Post Office with sufficient room for Post Office and shop customers, and he will refurbish the premises, incorporating the retail offering of hardware items to run alongside the new Post Office branch.

The new branch will be a bright, modern open-plan layout which will include improvements to the slight incline at the entrance along with the installation of new automatic doors to give level access into the store. Post Office signage will be provided externally including a board showing the opening hours, and there will be directional signage from the entrance door through to the newly built, dedicated Post Office area at the rear of the store. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions.

The Post Office counters will be built to Post Office specifications and will include lighting to industry standards. There will be sufficient space for customers to queue and wait for service. We have stringent standards to ensure good access for all customers and our plans for the new branch include new automatic entrance doors, widened aisles, low-level counters, PIN pads, and hearing loops. Customer seating will also be provided.

There will be four serving positions, which has been based on current and predicted future business levels; two open plan positions, one traditional screened position which will also provide travel money services, and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions and still have a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed.

Additionally the Post Office counter at the retail till point will offer customers the same products and services, with the exception of high value transactions and some specialist services. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. Following the move, the Post Office will also be open for longer on Tuesdays and Saturdays, providing an extra 5.5 hours a week. This will give customers the option of visiting at times that suit them better.

I am therefore satisfied that customer needs will continue to be met and we will work with the operator to ensure staff coverage meets customer needs, particularly at peak times. Alongside this, we'll continue to monitor customer usage at the branch following the move and will work with Mr Sharvaswaran to ensure service standards are maintained at the high standards we expect at any of our branches.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available. Personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter in the new branch. Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. 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.

There will also be full posting facilities within the new branch. Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff:

Post Office runs a robust recruitment process and appointments are only made when we are entirely satisfied that the applicant has met all of our criteria. Our new retail partner has already satisfied us that they are equally as committed to delivering excellent customer service as we are.

Any person employed to work in Collier Row Post Office 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 new branch 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 all the feedback received, I am confident that the new branch will be suitably located; continue to meet customer needs and deliver an excellent service, whilst maintaining a Post Office presence in Collier Row. To make this happen, the current branch will close at 17:30 on Wednesday 21 February 2018, with the new branch opening at 09:00 on Thursday 22 February 2018.





You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code: **003026**.

Yours faithfully



Roger Gale
Network & Sales 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.

Collier Row Post Office information sheet															
Address	Pound 'n' Max 36-38 Collier Row Road Romford RM5 3NX														
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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 – 17:30	Sun	Closed										
Mon - Sat	09:00 – 17:30														
Sun	Closed														
Products & Services	The same wide range of Post Office services will continue to be available.														
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	Access will be level with new automatic doors. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 30 metres away from the current branch, along terrain with a slight incline.														
Transport & parking	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	Hardware														
Date of move	22 February 2018														