



Brockenhurst Post Office® is changing

We recently 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 29 submissions about the possible changes and we've now finalised our plans for the change to your branch. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

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

You did not comment why you use Post Office.

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..... that you welcome the changes to the branch. However, some of you are concerned about reducing the number of Post Office counters and moving them alongside the retail counter, as this may cause longer queues. You also expressed concerns about the lack of space within the store. Finally, you are worried about privacy and security when carrying out transactions at an open plan counter.

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. We believe that the longer opening hours and the operator using their staff efficiently will help to keep waiting times to a minimum and we'll work with the operator in this regard. During identified busy periods, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

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.

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.

Lastly, your two new Post Office counters will be located at the end of the retail till, on the right hand side of the shop as you enter.

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

You said.....there are no changes to opening hours.

The opening hours at this branch will remain the same.

Monday – Friday	09:00 – 17:30
Saturday	09:00 – 12:30

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 loss of Car Tax would be inconvenient for many.

I am pleased to let you know that majority of products and services will remain the same at the new branch and customers will still be able to transact manual banking, and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

Car Tax services will be available at Lymington Post Office. You can also continue to access Post Office services at this alternative branch during the closure period.

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 closure period is acceptable providing it is kept to a minimum. However, some of you said that closing the branch for refurbishment would be inconvenient.

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. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

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
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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