



Dear Customer,

Crouch End Post Office®
28-29 Topsfield Parade, London, N8 8QB

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 change the way we operate Crouch End Post Office. The branch will be run by Universal Office Equipment (UK) Ltd. 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 Crouch End, now and for the long-term.

Public consultation feedback

During the public consultation period we received 34 individual representations from customers and local representatives, as well as 34 Campaign letters and a petition objecting to the proposed change. We also held a customer forum to talk about our plans and answer questions. Some feedback expressed concern about the change of the branch to one run by a retail partner, with comments focusing on the level of service that would be provided and the job security of the current staff. Other feedback welcomed the continued provision of service at its current location, along with the longer opening hours the new service would provide.

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.

The new Crouch End Post Office

The current premises will undergo a complete internal refurbishment to provide a bright, modern open-plan branch with the introduction of a range of stationery and office services alongside the Post Office service. The premises will meet Post Office's accessibility standards and all applicable legislation. Customers will benefit from a redesigned shop layout, with the Post Office area being extended into the premises and a retail area at the entrance. We will be working with the new operator to ensure there are wide, clear aisles kept free of obstructions and there is sufficient space for all Post Office customers, including wheelchair users, to move around the store and reach the Post Office area with ease. Access into the branch will be improved to provide level access with an automatic door. Externally the store front will include Post Office signage, as well as an opening hours board. There will be directional signage from the entrance door through to the new Post Office area.

The Post Office counter will be built to Post Office specifications, including low level counters, PIN pads and hearing loops. There will be adequate space for people to wait for service and customer seating will also be provided.

The new branch will have five serving positions in total, made up of one screened position, three open plan serving positions and a serving point at the retail counter, which has been based on current and future predicted business levels. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. 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.

I'm satisfied that customer needs will continue to be met, however we will continue to monitor customer usage at the branch and will work with our new partner to make sure service standards are maintained. Following the change, customers will benefit from longer opening hours, including Saturday afternoon, Sunday and longer opening times throughout the week, providing customers with more flexibility around their visits.

Access to Post Office services and products

The same wide range of Post Office services and products will continue to be available, including the facility to select Crouch End Post Office as a location from which undelivered mail can be collected. 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. 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. Universal Office Equipment (UK) Ltd is experienced in operating Post Office branches and regards the Post Office network as a vital part of community services. We are satisfied they have demonstrated to us that they are an appropriate franchise partner to operate the service at Crouch End and are committed to delivering excellent customer service.

Any person employed to work in Crouch End Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new partner and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

It's pleasing to hear of the high regard for our existing staff and we understand that this is a difficult time for our colleagues. In respect of the team working at the current 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

After careful consideration of the feedback received, I am confident that the new branch 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 Crouch End.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery and office services. To make this happen, the service will have to close temporarily whilst the new branch is made ready. We and your new operator will work hard to keep the closure period to a minimum, so you can start using your new branch as quickly as possible. Fit out plans are now being finalised and as soon as dates have been agreed for early in the new year we'll let you know as well as providing full details of the arrangements in place for alternative service provision whilst Crouch End Post Office is temporarily closed. Customer information posters will also be displayed in branch at that time.

In the meantime, to enable to the branch to be transferred to our new operator, Crouch End Post Office will be temporarily closed from 17:30 Wednesday 8 November 2017, re-opening at 08:30 on Monday 13 November 2017. Details of alternative services are at the end of this letter and will also be displayed in the branch window.





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: **002004**.

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.

Crouch End Post Office information sheet															
Opening hours	<table> <tr><td>Mon</td><td>08:30 – 18:00</td></tr> <tr><td>Tue</td><td>08:30 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Thu</td><td>08:30 – 18:00</td></tr> <tr><td>Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>12:00 – 16:00</td></tr> </table>	Mon	08:30 – 18:00	Tue	08:30 – 18:00	Wed	09:00 – 18:00	Thu	08:30 – 18:00	Fri	08:30 – 18:00	Sat	09:00 – 17:30	Sun	12:00 – 16:00
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Opening times of Post Office service at retail counter	<table> <tr><td>Mon & Tue</td><td>08:30 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Thu & Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>12:00 – 16:00</td></tr> </table>	Mon & Tue	08:30 – 18:00	Wed	09:00 – 18:00	Thu & Fri	08:30 – 18:00	Sat	09:00 – 17:30	Sun	12:00 – 16:00				
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Products & Services	The same wide range of products and services will continue to be available.														
Serving positions	There will be five serving positions in total, made up of one screened and three 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.														
Additional facilities	External cash machine.														
Access & facilities	Access will be level with an automatic door at the entrance. A low level serving counter, low level writing desk and hearing loop will be available at the premises.														
Retail	Stationery and office services														
Dates for temporary closure and transfer	Closed from 17:30 on Wednesday 8 November 2017, re-opening at 08:30 on Monday 13 November 2017.														

Alternative access to Post Office® services:

Hornsey Post Office

24 High Street
Hornsey
London
N8 7PB



Opening times

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



Services

The same range of products and services are available.



Access

This branch has a wide door and a ramp at the entrance.



Transport/Parking

Time-restricted pay & display roadside parking is available nearby. Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at www.tfl.gov.uk



Route

This Post Office service is located approximately 0.6 miles away, along varied terrain.

Hornsey Road Post Office

507 Hornsey Road
London
N19 3QL



Opening times

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



Services

The same range of products and services are available.



Access

This branch has a wide door and a ramp at the entrance.



Transport/Parking

Time-restricted pay & display roadside parking is available nearby. There are bus services to this branch from Crouch End Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk



Route

This Post Office service is located approximately 0.9 miles away, along varied terrain.

Stroud Green Road Post Office

97 Stroud Green Road
London
N4 3PX



Opening times

Mon	09:00 – 18:30
Tue	09:00 – 18:30
Wed	09:00 – 18:30
Thu	09:00 – 18:30
Fri	09:00 – 18:30
Sat	09:00 – 18:30
Sun	Closed



Services

The same range of products and services are available.



Access

This branch has a wide door and level access at the entrance. Internally, there is a small slope.



Transport/Parking

Roadside parking with a disabled bay is available outside the parade of shops opposite the Post Office. There are bus services to this branch from Crouch End Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk



Route

This Post Office service is located approximately 1.1 miles away, along varied terrain.

Turnpike Lane Post Office

105 Turnpike Lane
London
N8 0DY

**Opening times**

Mon	08:00 – 19:00
Tue	08:00 – 19:00
Wed	08:00 – 19:00
Thu	08:00 – 19:00
Fri	08:00 – 19:00
Sat	08:00 – 19:00
Sun	Closed

**Services**

The same range of products and services are available.

**Access**

This branch has a wide door and a ramp at the entrance.

**Transport/Parking**

Time-restricted pay & display roadside parking is available nearby. Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at www.tfl.gov.uk

**Route**

This Post Office service is located approximately 1.1 miles away, along varied terrain.