



Dibden Purlieu 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 **74** submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at the current location on Monday 26 November 2018 at 13:00. To make this change happen, the branch will need to close for refurbishment on Wednesday 21 November 2018 at 17:30

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

You said.....that you use this Post Office as it is conveniently located and/or the staff are friendly and helpful. You also said you use this branch for a wide variety of services. Lastly, you said you use this branch as there is convenient parking nearby.

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 having the Post Office and retail counters together, as this may cause longer queues and congestion. Furthermore, you are worried that there is a lack of space within the store. You are also concerned about privacy and security when carrying out transactions at an open plan counter. Lastly, you would like there to be a sufficient number of staff serving at the 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. 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.

During identified busy periods and to help manage waiting times, the operator is expected to manage staffing levels at retail and Post Office service points appropriately. The operator is responsible for making sure that there is sufficient staff available to meet customer needs. 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.

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

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

You said.....that you welcome the longer opening hours. However, some of you said that the changes to the opening hours are unnecessary.

When the new branch opens customers will benefit from longer opening hours:

Monday – Friday	05:00 – 18:00
Saturday	05:00 – 16 :00
Sunday	05:00 – 13:00

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

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 changes to the products and services are minimal, and will not affect you. Some of you said you would like all current products and services to be maintained.

I am pleased to let you know that we are enhancing the range of products which will be available 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.

During the closure period you can continue to access Post Office services at Hythe Post Office.

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 potential closure period is acceptable providing plenty of notice is given. However, some of you are concerned that the refurbishment period would be inconvenient for some people. Lastly, you would like to know if the retail section of the shop will remain open during the refurbishment period.

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the postmaster 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.

We can confirm that the retail section of the shop will remain open during the refurbishment period.

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

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.