



Dear Customer

Dunmow Post Office®
High Street, Dunmow, CM6 1AL

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 nearby May & Brett Limited store at 23 High Street, Dunmow, CM6 1AD.

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 Dunmow, now and for the long-term.

Public consultation feedback

During the public consultation period we received 47 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. I would like to thank everyone who took the time to let us have their comments and provide information.

The main areas of feedback were around accessibility of the location, the level of customer service that would be available following the change and concern for the staff at the current branch. 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 it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 170 metres away from the current location so some customers would still be able to use the same local transport and parking facilities. The nearest on street car parking is on Market Place, which is approximately 115 metres from May & Brett's Limited store and White Street car park which is approximately 140 metres away. For those using public transport the nearest bus stop is approximately 90 metres away from the new premises.

Having carefully considered access to the new location, I remain satisfied that customers in Dunmow 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. May & Brett Limited have been operating from their existing premises in Dunmow since 1935 and regard the Post Office network as a vital part of community services. We will be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will have its own designated area to the left as you enter the store. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Post Office signage will be provided externally and within the store, including a board showing the opening hours. Full posting facilities will be available within the new branch and our retail partner will ensure they adhere to our Mails Integrity policies; mail will be held securely at all times, including when the store and Post Office are closed.

There is level access into the premises and improvements will be made within the store to make it more accessible for customers. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and that customers including wheelchair users have sufficient space to move around the store.

The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. The new branch will have four serving positions in total which is based on current and future predicted business levels, made up of two open plan, one screened and a Post Office serving 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. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed. There will be space for people to wait for service and customer seating will also be provided.

Following the move, the main Post Office counters will be open from 09:00 to 17:30 Monday to Saturday, a slight change from what we stated in our original proposal. Additionally the Post Office counter at the retail till point will be open 08:30 to 17:30 Monday to Saturday offering customers a selected range of Post Office products and services. It will give customers the option of visiting at times that suit them better and it means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I am therefore satisfied that customer needs will continue to be met, and we will continue to monitor customer usage at the branch and will work with the new operator 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 including the facility to collect undelivered items of mail. 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.

We have discussed with our third parties their requirements for deliveries and collections, and after a site survey was completed, it was agreed that using the front entrance would be the most efficient route. Safety and security are very important to us as with any other branch in our network. We take this into consideration when relocating and 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.

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

Customer service training and existing staff:

We follow a rigorous recruitment process and our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Dunmow 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 our new operator 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:

After careful consideration of all 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 maintaining a Post Office presence in Dunmow. To make this happen, the current branch will close at 17:30 on Wednesday 25 April 2018, with the new branch opening at 09:00 on Thursday 26 April 2018.




This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

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.

Dunmow Post Office information sheet

Address	May & Brett Limited 23 High Street Dunmow CM6 1AD														
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>08:30 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	08:30 – 17:30	Sun	Closed										
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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 would be level with an automatic door at the entrance to the premises. Low level serving counters, a low level writing desk and hearing loops would be available.														
How far away is it?	Approximately 170 metres away from the current branch, along mostly level terrain.														
Transport & parking	<p>On street parking approximately 110 metres away on the Market Place – 3 bays available for 1 hour, no return within 2 hours.</p> <p>White Street car park, pay and display with 172 spaces and 6 designated disabled bays approximately 150 metres.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas from bus stop approximately 90 metres away from the new premises.</p>														
Retail	Confectionery, Tobacco & News Retailer														
Date of move	09:00 on Thursday 26 April 2018														