



Dear Customer

**Epsom Post Office®**  
**Epsom & Ewell Borough Council, The Town Hall,**  
**The Parade, Epsom, KT18 5BY**

**Local Public Consultation Decision**

I'm writing to confirm that we've proceeded with the relocation of the above branch to 59 High Street, Epsom, KT19 8DH, where it is operating as one of our new main style Post Office branches.

As you will recall from our previous letter, the current temporary service closed on Tuesday 16 January 2018 at 17:00. In order to maintain a Post Office service and minimise any disruption to our customers, the new branch opened at 59 High Street, Epsom on Wednesday 17 January 2018 at 13:00.

We received 8 individual responses from customers during the local public consultation period. Some feedback welcomed our modernization plans stating that the new location is more central, easier to access and customers liked the longer opening times available at the new branch. Other feedback commented about the extra distance some people would have to travel and parking arrangements in the area. This feedback enabled me to improve my understanding of customers' views and concerns and was taken into account in finalising our plans for the new branch.

I appreciate that the new premises are some 280 metres from the current temporary site and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the new location are slightly closer. In terms of pedestrian access, there are drooped kerbs and crossing points along the route on the High Street. I am therefore satisfied that the move will not significantly impede customer access to Post Office services.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many town centre locations nationwide. As I am sure you will understand the availability of parking spaces is an issue directly outside the control of Post Office Limited. However I have conducted a further review of parking and I can confirm there is Pay on exit parking available at Ashley Centre Multi-storey car park approximately 300 metres from the High Street. I am therefore satisfied that there is adequate parking provision in the vicinity of the new branch to meet the needs of customers using the Post Office.

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers, and we want to make our services as accessible as possible. Internally, a modern, new main style Post Office branch has been built to our high specifications with one screened and three open plan counter positions and incorporating low-level facilities. We have been working closely with the new operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and access into and inside, including the aisles and queuing area, are kept clear and free of obstacles. Customers can transact the same wide range of products and services, with the addition of a selection of on demand Travel Money, whilst benefitting from longer opening times throughout the week.

We know our customers value excellent customer service at the Post Office. The new operator and their staff have been fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures are in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Additionally, there is a fifth Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point is also open Monday to Saturday, allowing customers to transact the majority of Post Office products and services alongside retail transactions. Full details of the new branch are provided at the end of this letter.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

This information is also available on the Post Office Consultation Hub at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 185023.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk), or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours faithfully



**Suzanne Richardson**  
**Regional Network Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.**

### Details of the new service:

Epsom Post Office information sheet															
<b>Address</b>	59 High Street Epsom KT19 8DH														
<b>Post Office Opening hours</b>	<table> <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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<b>Open plan counter opening times</b>	<table> <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										
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Sun	Closed														
<b>New Opening times of Post Office service at retail counter</b>	<table> <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										
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<b>Distance</b>	280 metres away from the previous branch, along varied terrain.														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.														
<b>Serving positions</b>	There are five serving positions. One screened, three open plan and a Post Office serving point for use at the retail counter.														
<b>Accessibility &amp; Accessibility works</b>	<p><b>Access and facilities</b> There is a wide door and level access at the entrance. Internally, there is a hearing loop, a low level writing desk, and space for a wheelchair.</p> <p><b>Parking</b> Pay on exit parking is available at Ashley Centre Multi-storey car park approximately 300 metres from the new premises.</p>														
<b>Retail</b>	Cards, Stationery & Gifts														
<b>Date of relocation</b>	13:00 on 17 January 2018														