



Dear Sir/Madam

**Finsbury Park Post Office®**  
**290 Seven Sisters Road, London, N4 2AB**

### **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 transfer the running of this branch to Mr Rizwan Salahuddin. It will remain at its existing location. 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 Finsbury Park, now and for the long-term.

#### **Public consultation feedback**

During the public consultation period we received 34 individual representations from customers, along with 108 campaign letters and 4 petitions in opposition to the change. We also held a customer forum to talk about our plans and answer questions.

The feedback commented on a range of issues including the change in status of the branch to one run by a retail partner, queues at the current branch, the level of customer service that would be available following the change and concern for the staff at the branch. 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 Finsbury Park Post Office**

The existing premises will be refurbished to establish a new modern post office with extended opening hours, alongside a retail offer of stationery. Access to the premises is level with an automatic door, as currently, and it already meets Post Office's accessibility standards and all applicable legislation. 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. 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 two screened positions, two 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 our 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, although 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, the Post Office will be open on Saturday afternoons, providing customers with more flexibility around their visits.

### **Access to Post Office services and products**

The same wide range of Post Office services will continue to be available with the exception of the Biometric Enrolment Service for the Home Office. This service will continue to be available at Stamford Hill Post Office (approximately 1.7 miles away), 250-252 Stamford Hill, N16 6TW, as well as at Kingsland High Street, Wood Green, Camden High Street and Old Street Post Office branches. Following the change the Biometric Enrolment Service at Finsbury Park Post Office will be transferred to Upper Holloway Post Office.

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. Our new retail partner regards the Post Office network as a vital part of community services and we are satisfied they have demonstrated to us that they are an appropriate franchise partner to operate the service at Finsbury Park and are committed to delivering excellent customer service.

Any person employed to work in Finsbury Park 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 Finsbury Park.

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches has proven to be successful.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery. To make this happen, the branch will have to close temporarily whilst the new Post Office 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 Finsbury Park Post Office is temporarily closed. Customer information posters will also be displayed in branch at that time.

In the meantime, to enable the branch to be transferred to our new operator, Finsbury Park Post Office will be temporarily closed from 17:30 on Wednesday 8 November 2017, re-opening at 09:00 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](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: **00600499**.

Yours faithfully



**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

#### How to contact us:

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

**Finsbury Park Post Office information sheet**

<b>Opening hours</b>	<table border="1" data-bbox="746 203 1110 443"> <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
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														
<b>Opening times of Post Office service at retail counter</b>	<table border="1" data-bbox="702 548 1161 584"> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> </table>	Mon - Sat	09:00 – 17:30												
Mon - Sat	09:00 – 17:30														
<b>Products &amp; Services</b>	<p>The same wide range of products and services with the exception of the Biometric Enrolment Service for the Home Office. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available.</p>														
<b>Serving positions</b>	<p>There will be five serving positions in total, made up of two screened and 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.</p>														
<b>Access &amp; facilities</b>	<p>Access is level with an automatic door at the entrance. A low level serving counter, low level writing desk and hearing loop would be available at the premises.</p>														
<b>Retail</b>	<p align="center">Stationery</p>														
<b>Dates for temporary closure and transfer</b>	<p>Closed from 17:30 on Wednesday 8 November 2017, re-opening at 09:00 on Monday 13 November 2017.</p>														

## Alternative access to Post Office® services:

### 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 Finsbury Park Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

This Post Office service is located approximately 0.4 miles away, along varied terrain.

### Holloway Post Office

116-120 Seven Sisters Road  
Holloway  
London  
N7 6AE



#### 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	10:00 – 17:00



#### Services

The same range of products and services are available.



#### Access

This branch has a wide automatic door and level access at the entrance via a small ramp from the pavement.



#### Transport/Parking

Time-restricted roadside parking is available outside the branch. Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

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

### Highbury Park Post Office

12 Highbury Park  
London  
N5 2AB



#### 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 wide automatic doors and a level access at the entrance.



#### Transport/Parking

Time-restricted pay & display roadside parking is available within 50 metres on Kelvin Road. Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

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

## Nearest service offering Digital Application service:

### Stamford Hill Post Office

250-252 Stamford Hill  
London  
N16 6TW



#### Opening times

Mon	09:00 - 17:30
Tue	09:30 - 17:30
Wed	09:00 - 17:30
Thu	09:00 - 17:30
Fri	09:00 - 17:30
Sat	09:00 - 12:30
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.



#### Transport/Parking

Roadside parking is available nearby. There are bus services to this branch from Finsbury Park Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

This Post Office service is located approximately 1.7 miles away, along varied terrain.