



## **Gnosall 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 **5** submissions about the possible changes and we've now finalised our plans for the change to your branch. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

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

#### **You did not comment on why you use this Post Office and what you like about it.**

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 that there will be a lack of security and privacy at an open plan counter. You are also concerned that the changes to the branch may cause longer queues. You would like to know if there will be sufficient space to store mail. Lastly, you are concerned about the new layout of the branch.**

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.

Lastly, your two new Post Office counters will be located at the end of the retail till, on the back wall 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 the current opening hours are satisfactory.**

The opening hours at this branch will remain the same.

Monday – Friday      09:00 – 17:30

Saturday                09:00 – 12:30

**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.**

I am pleased to let you know that the range of products will remain the same 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 Haughton Post Office and Newport 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 you would like the closure period to be kept to a minimum. Some of you said that accessing an alternative branch during the refurbishment would be inconvenient.**

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

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