



Dear Customer

Hoddesdon Post Office®
72 High Street, Hoddesdon, EN11 8HB
Local Public Consultation Decision

We are 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 Hoddesdon Library, 98 High Street, Hoddesdon, EN11 8HD where it would be run by T D Post Shop Ltd.

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 Hoddesdon, now and for the long-term.

Public consultation feedback

During the public consultation period we received 13 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. 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 main feedback commented on the location of the Post Office being inside a library, space inside the premises, opening hours, parking for the disabled, the suitability of the new operator and the viability of the new site.

Getting to the new location

As the proposed premises are located close by the current branch, customers would be able to use the same local transport and parking facilities.

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.

In conclusion, I remain satisfied that customers in Hoddesdon 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 older and disabled customers. T D Post Shop Ltd regard the Post Office network as a vital part of community services and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and library customers. A retail offer of packaging, stationery and gifts will be incorporated to run alongside the Post Office.

The new branch will share the main entrance with Hoddesdon Library up a slight incline from the pavement via automatic double doors. This leads to a sloping lobby area with a second set of automatic doors leading to an internal ramp with handrails. The Post Office will be situated in a dedicated area to the right hand side of the library. There will be directional signage from the main entrance through to the new Post Office area, which will have level access. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the library and reach the Post Office with ease, all areas will be kept free of obstructions. Externally the frontage will include Post Office signage and an opening hours board.

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. There will be space for people to wait for service and customer seating will also be provided.

The new branch will have four counter serving positions in total, made up of two open plan positions and one traditional floor to ceiling screened position, which will also provide travel money services, as well as a Post Office serving point at the retail counter. The number and type of serving positions has been carefully based on current and future predicted business levels.

I'm satisfied that customer needs will continue to be met. All of our operators are expected to make sure that there is adequate counter cover to meet customer needs, particularly at peak times, however we will monitor customer usage at the branch following the move and will work with our new partner to make sure service standards are maintained.

Following the move, the Post Office will be open for longer, including Saturday afternoons, offering an increase of 5.5 hours a week, providing customers with more flexibility around their visits. The library opening hours will be extended to accommodate this. In addition, the serving position located at the retail till will offer customers the majority of Post Office products and services without having to join the main queue. Full posting facilities will be available in branch.

Access to Post Office services and products

The same wide range of Post Office services will continue to be available.

Staff who work 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 Limited have a robust recruitment process and our new operator has satisfied us that they will be able to successfully operate Hoddesdon Post Office from the new premises and deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours. Staff 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 Ltd will work with T D Post Shop Ltd's team to provide support, in the same way we 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 and we will do all that we can to find a solution that works for each individual within the options available.

Conclusion

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 is proven to be successful.

After careful consideration of 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 helping to provide future sustainability for the branch and maintaining a Post Office presence in Hoddesdon. The current branch will close at 17:30 on Wednesday 9 May 2018, with the new branch opening at 09:00 on Thursday 10 May 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

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.

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 44.

Hoddesdon Post Office information sheet															
Address	Hoddesdon Library 98 High Street Hoddesdon EN11 8HD														
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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New opening times of Post Office service at retail counter	<table border="1"> <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														
Products & services	The same wide range of products and services will still 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 is based on current and future predicted business levels.														
Access & facilities	There is a slight incline from the pavement to automatic doors at the main entrance. This leads to a sloping lobby area with a second set of automatic doors leading to an internal ramp with handrails. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 100 metres away from the current branch, along varied terrain.														
Transport & parking	As the new premises are located close by the current branch, customers will be able to use the same local transport and parking facilities.														
Retail	Packaging, Stationery and Gifts.														
Date of move	10 May 2018														