



## **Honeycroft Lawford 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 **2** submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at the current location on Friday 7 September 2018 at 13:00. To make this change happen, the branch will need to close for refurbishment on Tuesday 21 August 2018 at 17:30.

### **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 postmaster 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..... you are concerned that some customers would find it difficult to move in and around the store and you are concerned that there is a lack of space to queue at present.**

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. The new style Post Office will operate from an open plan counter located at the end of the retail till on the right side of the shop as you enter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. During identified busy periods and to help manage waiting times, the postmaster is expected to manage staffing levels at retail and Post Office service points appropriately.

Lastly, 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 you welcome the longer opening hours and they would benefit customers who are unable to visit the Post Office during working hours. However, you said you would like to know if mail collection times will change.**

When the new branch opens customers will benefit from longer opening hours:

Monday – Saturday 06:00 – 21:00 and Sunday 06 :00 – 19 :00

We already have over 3000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

Mail collections are decided by Royal Mail and the postmaster will be able to tell you what time mail is collected and the latest acceptance time at the counter each day. Any item accepted over the counter will be held securely, until the next mail collection from the branch.

**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, however you would like to see more products and services available at this branch.**

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. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

The small number of services that will no longer be available at Honeycroft Lawford Post Office will continue to be offered at Manningtree 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 the potential closure period is acceptable, however you are concerned that the refurbishment period will be inconvenient for many people.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the postmaster to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised.

Please look at the poster displayed in branch for more details about the change.

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

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