



## **Horn Lane 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 said..... that you use this branch as it is conveniently located and the staff are friendly, helpful and efficient. You also said that you use this branch for a wide variety of services.**

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 about having the Post Office and retail counters together, as this may cause longer queues. You also said you would like to know if mail collections will be increased.**

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. 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.

Mail collections are decided by Royal Mail and the operator 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.

Your new Post Office counter will be located alongside the retail counter at the back of the store. Post Office signage will be in place in so customers can easily identify where to go for service.

### **We asked for your comments about any changes to the opening hours.**

**You said..... that you welcome the longer opening hours. Some of you said you would prefer a later closing time on Saturdays.**

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.

**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. However, some of you said services such as Parcelforce Worldwide International parcels and payment by cheque should be retained.**

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 Horn Lane Post Office will continue to be offered at Acton Post Office and Park Royal 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 providing it is kept to a minimum.**

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.

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



comments@postoffice.co.uk



FREEPOST Your Comments

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