



Dear Customer

**Lewisham High Street Post Office®
302 Lewisham High Street, London, SE13 6JZ**

Local Public Consultation Decision

We will be proceeding with our proposal to move the above Post Office branch to Sheel Pharmacy, 298 Lewisham High Street, London, SE13 6JZ, where it will operate as one of our new local style Post Office branches.

We received 3 individual responses from customers during the local public consultation period. Respondents welcomed the move to the pharmacy, while other feedback questioned whether staffing at the new branch would be able to meet customer demand. This feedback helped us to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. We are pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

We recognise that some customers may have slight concerns about carrying out their Post Office business in a different type of environment from what they are used to. Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two screened serving position located at the Pharmacy shop counter, enabling customers to carry out a wide range of Post Office products alongside retail transactions. The serving point will be open Monday to Saturday, in line with the Pharmacy opening hours and will offer longer hours, providing customers more flexibility and the option of visiting the Post Office at times that suit them better. Full details of the new branch are provided at the end of this letter.

We have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, we are confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 13:00 on Saturday 19 May 2018, with the new branch opening, at Sheel Pharmacy, 298 Lewisham High Street, London, SE13 6JZ, at 13:00 on Wednesday 23 May 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below for your convenience:

- Lewisham Post Office, 59 Lewisham Centre, London, SE13 7EP
- Ladywell Road Post Office, 253 Algernon Road, London, SE13 7AG

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.




Thank you for considering our proposal.

Yours faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  FREEPOST Your Comments

Lewisham High Street Post Office information sheet															
Address	<p>Sheel Pharmacy 298 Lewisham High Street London SE13 6JZ</p>														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 18:30</td></tr> <tr><td>Tue</td><td>09:00 – 18:30</td></tr> <tr><td>Wed</td><td>09:00 – 18:30</td></tr> <tr><td>Thu</td><td>09:00 – 18:30</td></tr> <tr><td>Fri</td><td>09:00 – 18:30</td></tr> <tr><td>Sat</td><td>09:00 – 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	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 – 18:00	Sun	Closed
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 – 18:00														
Sun	Closed														
Distance	15 metres away from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities The new premises has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking Pay & Display roadside parking is available on Morley Road within 200 metres of the new premises.</p>														
Retail	Pharmacy														
Date of Relocation	13:00 on Wednesday 23 May 2018														

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 55.

Lewisham High Street Post Office® services available	
Your Postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk	
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	x
Products marked x are available at Lewisham Post Office, 59 Lewisham Centre, London, SE13 7EP	Opening times: Mon – Sat 09:00 – 17:30 Sun 11:00 – 15:00

Alternative branches:**Lewisham Post Office,**

59 Lewisham Centre
London
SE13 7EP

Services

The same range of services will continue to be available with the addition of Car tax, a comprehensive range of Travel Money, Passport Check & Send, however excluding National Lottery.

Access and facilities

Access into the branch from the shopping centre is level, with the entrance being kept open during store opening times.

Transport/parking

There is a fee-paying car park at the shopping centre.

Route

This Post Office service is located approximately 0.4 miles away from Lewisham High Street branch, along varied terrain.

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	11:00 – 15:00

Ladywell Road Post Office

253 Algernon Road
London
SE13 7AG

Services

The same range of services will continue to be available with the however excluding Dollar Travel Money and National Lottery.

Access and facilities

This branch has a wide door and a step at the entrance.

Transport/parking

Time-restricted roadside parking is available nearby.

Route

This Post Office service is located approximately 0.3 miles away from Lewisham High Street branch, along varied terrain.

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed
