



Dear Customer

**Leyton Post Office®**  
**553 Lea Bridge Road, London, E10 7EG**

### **Local Public Consultation Decision**

I'm 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 Leyton Post Office to the nearby vacant premises previously known as Pound + Plaza at 609-611 Lea Bridge Road, London, E10 6AJ where it would be run by AZ Bargains.

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 Leyton, now and for the long-term.

### **Public consultation feedback**

During the public consultation period we received 5 individual representations from customers. We also held a customer forum to talk about our plans and answer questions. The feedback focused on the extra distance to the proposed premises, potential congestion, the availability of space and the future of the current staff. 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.

### **Getting to the new location**

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.

The new location is approximately 240 metres from the current branch along mainly level terrain with a slight incline. With regards to parking, there is time restricted parking approximately 20 metres from the new branch on the opposite side of the road and approximately 50 metres on the same side of the road. There is further time restricted parking in Poplars Road, approximately 80 metres from the new branch. For those using public transport to access the new branch, there is a bus stop approximately 10 metres from the new branch.

In conclusion, I remain satisfied that customers in Leyton 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. Our new operator regards the Post Office network as a vital part of community service and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The branch will have its own designated area at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. There is level access into the premises and automatic entrance doors will be fitted before the Post Office moves. Externally the store front will include Post Office signage and an opening hours board. In addition to the main Post Office counter, there will be mail posting facilities available within the new branch.

There will be directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. 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. Following the move, the Post Office will also be open for longer including Saturday afternoons.

The number of serving positions is based on current and future predicted business levels and the new branch will have one traditional floor to ceiling screened serving positions, two open plan positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

The serving position located at the retail counter will offer customers all the same products and services, with the exception of high value transactions and some specialist services. The service at the retail counter will also be open for longer, from 09:00 - 18:00 and not 08:00 - 18:00 as detailed in our proposal letter, providing customers with more flexibility around their visits.

I am satisfied that following the change customer needs will continue to be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with the new operator to make sure service standards are maintained.

### **Access to Post Office services and products**

The same wide range of Post Office services will continue to be available. Staff, who will work exclusively 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**

AZ Bargains regards the Post Office network as a vital part of community services and they have satisfied us that they will be able to deliver excellent standards of customer service and is equally as committed to delivering excellent customer service as we are. Any person employed to work in Leyton Post Office 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 will work with the new operator's team to provide support, in the same way we already do in existing Post Office branches operated by us or other retail partners.

It's pleasing to hear of the high regard for our existing staff and we understand that this is a difficult time for our colleagues. In respect of the team working at the current branch, we have a strong track record of supporting our people through change. 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 all the feedback received, I am confident that the new branch will be suitably located; continue to meet customer needs and deliver an excellent service, whilst maintaining a Post Office presence in Leyton. To make this happen, the current branch will close at 17: 30 on Thursday 22 March 2018, with the new branch opening at 09: 00 on Friday 23 March 2018.

This information is also available on the Post Office Consultation Hub at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Yours sincerely



**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

How to contact us:



[postofficeviews.co.uk](http://postofficeviews.co.uk)



[comments@postoffice.co.uk](mailto: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](http://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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.**

<b>Leyton Post Office information sheet</b>															
<b>Address</b>	AZ Bargains 609-611 Lea Bridge Road London E10 6AJ														
<b>Opening hours</b>	<table> <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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<b>Opening times of Post Office service at retail counter</b>	<table> <tr><td>Mon – Sat</td><td>09:00 – 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon – Sat	09:00 – 18:00	Sun	Closed										
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<b>Products &amp; Services</b>	The same wide range of Post Office services will continue to be available.														
<b>Serving positions</b>	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 has been based on current and future predicted business levels.														
<b>Access &amp; facilities</b>	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk and hearing loops will be available.														
<b>How far away is it?</b>	Approximately 240 metres away from the current branch, along mostly level terrain with a slight incline.														
<b>Transport &amp; parking</b>	There is time restricted parking approximately 20 metres from the new branch on the opposite side of the road as well as approximately 50 metres on the same side of the road. Further time restricted parking is available in Poplars Road, approximately 80 metres from the new branch. For those using public transport to access the new branch, there is a bus stop approximately 10 metres from the new branch.														
<b>Retail</b>	Stationery, drinks & confectionery														
<b>Date of move</b>	23 March 2018														