



Dear Customer

**Muswell Hill Post Office®**  
**420 Muswell Hill Broadway, London, N10 1DQ**

### **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 transfer the running of this branch to Universal Office Equipment (UK) Ltd (UOE) where it will remain at its existing location. This change is being made as part of the continuing modernisation of our network to achieve commercial sustainability and will help us provide services that will meet customer needs and safeguard future service provision in Muswell Hill, now and for the long-term.

#### **Public consultation feedback**

During the public consultation period we received 39 representations from customers and local representatives, along with 113 campaign letters and two petitions opposing the change. We also held a customer forum to talk about our plans and answer questions.

I would like to thank those who took the time to let us have their comments and provide information. 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 expressed concern about our proposal to change the way the branch is run and the suitability of the new operator, with customers also commenting on the importance of the Post Office to the community, staffing levels and their impact on queue lengths, the services that would be available following the change and concern for the staff at the branch. We also received a number of positive comments about the move, focusing on the proposed extended opening hours and that the Post Office would be staying in the same location.

#### **The New Muswell Hill Post Office**

UOE plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery and office services. Access into the premises is level and it is the new operator's intention to install automatic external doors, subject to planning permission, and to remove the internal entrance doors. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. We will be working with UOE to ensure there are wide, clear aisles kept free of obstructions and there is sufficient space for all Post Office customers, including wheelchair users, to move around the store and reach the Post Office area with ease. Externally the store front will include Post Office signage, as well as an opening hours board. There will be directional signage from the entrance door through to the new Post Office area.

The Post Office counter will be built to Post Office specifications, including low level counters, PIN pads and hearing loops. There will be adequate space for people to wait for service and customer seating will also be provided.

The new branch will have five serving positions in total, made up of three open plan positions, one traditional screened position, which will also provide travel money services, and a Post Office serving point at the new retail counter. The new branch will not be retaining the self-service kiosks, however the number and type of serving positions has been carefully based on current and future predicted business levels. Full posting facilities will be available in branch.

I'm satisfied that customer needs will continue to be met, however we will continue to monitor customer usage at the branch and will work with our new partner to make sure service standards are maintained. Following the transfer to UOE, the Post Office will be open for longer, including Saturday and Sunday afternoons, providing customers with more flexibility around their visits.

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

The same wide range of Post Office products and services that customers are used to 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 on the attached information sheet.

### **Customer service training and existing staff**

Post Office runs a robust recruitment process and appointments are only made when we are entirely satisfied that the applicant has met all of our criteria. UOE regard the Post Office network as a vital part of community services and they are already experienced in running Post Office branches. We are satisfied they have demonstrated to us that they are an appropriate franchise partner to operate the service at Muswell Hill and are committed to delivering excellent customer service.

Any person employed to work in Muswell Hill Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new partner and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of the team working at the 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**

After careful consideration of the feedback received, I am confident that the new branch 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 Muswell Hill.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery and office services. To make this happen, the service will have to close temporarily whilst the new branch is made ready. We and your new operator will work hard to keep the closure period to a minimum, so you can start using your new branch as quickly as possible. Fit out plans are now being finalised and as soon as dates have been agreed for early in the new year we'll let you know as well as providing full details of the arrangements in place for alternative service provision whilst Muswell Hill Post Office is temporarily closed. Customer information posters will also be displayed in branch at that time.

In the meantime, to enable to the branch to be transferred to our new operator, Muswell Hill Post Office will be temporarily closed from 17:30 on Wednesday 15 November 2017, re-opening at 08:30 on Monday 20 November 2017. Details of alternative services are at the end of this letter and will also be displayed in the branch window.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: **013004**.


Yours faithfully



**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
-  Customer Helpline: 03452 66 01 15  
Textphone: 03457 22 33 55

 FREEPOST Your Comments  
**Please note this is the full address to use and no further address details are**

We've published our final plan on-line, to see it, scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



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>Muswell Hill Post Office information sheet</b>			
<b>Opening hours</b>		Mon	08:30 – 18:00
		Tue	08:30 – 18:00
		Wed	09:00 – 18:00
		Thu	08:30 – 18:00
		Fri	08:30 – 18:00
		Sat	09:00 – 17:30
		Sun	12:00 – 16:00
<b>New Opening times of Post Office service at retail counter</b>		Mon - Tue	08:30 – 18:00
		Wed	09:00 – 18:00
		Thu - Fri	08:30 – 18:00
		Sat	09:00 – 17:30
		Sun	12:00 – 16:00
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.		
<b>Serving positions</b>	There will be five serving positions in total, made up of one screened, three 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 into the store will be level with automatic doors at the entrance subject to planning permission. A low level serving counter, low level writing desk and hearing loop will be available.		
<b>Retail</b>	Stationery & Office Services		
<b>Dates for temporary closure and transfer</b>	Closed from 17:30 on Wednesday 15 November 2017, re-opening at 08:30 on Monday 20 November 2017.		

## Alternative access to Post Office® services:

### Crouch End Post Office

28-29 Topsfield Parade  
London  
N8 8QB



#### Opening times

Mon	09:00 - 17:30
Tue	09:30 - 17:30
Wed	09:00 - 17:30
Thu	09:00 - 17:30
Fri	09:00 - 17:30
Sat	09:00 - 12:30
Sun	Closed



#### Services

The same range of products and services are available.



#### Access

Level access into the premises, with power assisted entrance door.



#### Transport/Parking

Roadside parking directly outside the premises. There is a bus service to this branch from Muswell Hill Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

This Post Office service is located approximately 1.3 miles away, along varied terrain.

### Hornsey Post Office

24 High Street  
Hornsey  
London  
N8 7PB



#### Opening times

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



#### Services

The same range of products and services are available.



#### Access

Level access into the premises.



#### Transport/Parking

Pay and Display time restricted parking is available within 10 metres of the Post Office. There is a bus service to this branch from Muswell Hill Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)



#### Route

This Post Office service is located approximately 0.6 miles away, along varied terrain.

**East Finchley Post Office**

120 High Road  
East Finchley  
London  
N2 9ED

**Opening times**

Mon	08:30 - 18:00
Tue	08:30 - 18:00
Wed	08:30 - 18:00
Thu	08:30 - 18:00
Fri	08:30 - 18:00
Sat	09:00 - 17:30
Sun	12:00 - 16:00

**Services**

The same range of products and services are available, with the addition of National Lottery.

**Access**

Access is via a sloping internal ramp with handrail and automatic sliding door at the entrance.

**Transport/Parking**

Roadside parking directly outside the premises. There is a bus service to this branch from Muswell Hill Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Route**

This Post Office service is located approximately 1.2 miles away, along varied terrain

**Friern Barnet Post Office**

215-217 Woodhouse Road  
London  
N12 9BD

**Opening times**

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

**Services**

The same range of products and services are available, with the addition of National Lottery.

**Access**

There is a small step at the entrance.

**Transport/Parking**

Roadside parking directly outside the premises. There are bus services to this branch from Muswell Hill Post Office. Information on routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Route**

This Post Office service is located approximately 1.7 miles away, along varied terrain.