



Dear Customer

**North Finchley Post Office®**  
**751 High Road, North Finchley, London, N12 8LF**

**Local Public Consultation Decision**

We are 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 the above Post Office into the vacant store at 831 High Road, North Finchley, London, N12 8PR. The branch will be operated by OM SAI Enterprise (North Finchley) Limited under a franchise agreement.

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 North Finchley, now and for the long-term.

**Public consultation feedback:**

During the public consultation period we received 179 individual representations from customers and local representatives, along with a petition opposing the change. We also held a customer forum to talk about our plans and answer questions. Post Office Limited representatives also met with the local MP, Mike Freer to discuss our proposal, review the floor plan and answer questions.

The main feedback expressed concern about our proposal to change the way the branch is run and the size and suitability of the new premises. Customers also commented on the importance of the Post Office to the community, the number of serving positions and their impact on queue lengths, the services that would be available following the change and concern for the staff at the branch. 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.

**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.

Post Office Limited will engage with the Local authority to determine what improvements can be put in place to help mitigate against the impact on older and disabled customers.

We will also work with the local transport department to review the crossing points along the stretch of road where the new branch will be located and look at the possibility of a designated disabled bay on the opposite side of the road, or in the adjacent street. Additionally, a Post Office representative will make contact with Barnet Borough Sight Impaired Group, to possibly assist in acquainting them with the new Post Office premises.

The new branch will be located approximately 295 metres away from the current location so some customers would still be able to use the same local transport and parking facilities. There is roadside pay and display parking for approximately eight vehicles directly outside the new premises, with the restriction of a maximum stay of two hours. Three designated disabled bays on Friern Park, are approximately 165 metres away. The nearest car park on Lodge Lane with 232 spaces and nine designated disabled bays, is approximately 140 metres away. For those using public transport, local buses serve the surrounding areas and the nearest bus stop is approximately 35 metres away from the new premises. Travelling from the current premises to the new, customers have a choice of either the 125 or the 263 bus running every five minutes between Tally Ho Corner (Stop K) and Torrington Park (Stop C) and this takes approximately four minutes.

In conclusion, I remain satisfied that customers in North Finchley 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 retail partner regards the Post Office network as a vital part of community services and will refurbish the vacant premises and install a new modern Post Office alongside their retail of stationery, greeting cards and gifts. We'll be working together to provide sufficient room for both Post Office and shop customers.

There is currently raised access running along the full frontage of the premises. Our new operator will replace this with a new shop frontage, a new automatic external door which will be re-sited to the left hand side and an internal ramp installed along the left hand wall, allowing easy access from the front door. The branch will have its own designated area at the right as you enter the store and customer access both into and within the store will meet Post Office Limited's own accessibility standards and all applicable legislation. There will be directional signage from the entrance door through to the new Post Office area. We will be working with our new operator to ensure there are wide, clear aisles kept free of obstructions and that 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.

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. The new branch will have seven serving positions in total which is based on current and future predicted business levels. It will be made up of four open plan, two floor to ceiling screened serving positions and a Post Office serving 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. There will be space for people to wait for service and customer seating will also be provided.

Following the move, the main Post Office counters will be open from 09:00 to 17:30 Monday to Saturday. Additionally, the serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue. Self-Service Kiosks and tickets for queuing will not be used at the new branch, however, a linear queuing system will be in place to help with queuing. We operate the majority of our network in this way.

I'm therefore satisfied that customer needs will continue to be met. Alongside this, we'll continue to monitor customer usage at the branch following the move and will work with our retail partners 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 with the exception of the Biometric Enrolment Service for the Home Office, which will continue to be available at Golders Green Post Office, 879 Finchley Road, London, NW11 8RT, which is approximately 4.1 miles away. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available at North Finchley Post Office. The provision of a cash machine is subject to a survey, operational considerations, relevant consent and planning permission. If this is not possible, or we are unable to install a cash machine before the move, customers can continue to withdraw cash free of charge at the counter. For customers requiring an out of hours service, the nearest alternative external cash machine can be found at Friern Barnet Post Office, 215-217 Woodhouse Road, London, N12 9BD and is approximately 1.1 miles away.

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.

In respect of a post box, Royal Mail are aware of our plans and there is a post box approximately 10 metres from the new branch. Full posting facilities will be available within the new branch and our retail partner will ensure they adhere to our Mails Integrity policies; mail will be held securely at all times, including when the store and Post Office are closed.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

**Customer service training and existing staff:**

We follow a rigorous recruitment process and our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in North Finchley 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 Area Managers will work with our new operator to provide support, in the same way they 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:**

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it 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 North Finchley.

The current branch will close at 17:30 on Wednesday 25 April 2018, with the new branch opening at 09:00 on Thursday 26 April 2018.

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

Yours faithfully



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

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

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 03457 22 33 44 or textphone 03457 22 33 55.**

<b>North Finchley Post Office information sheet</b>															
<b>Address</b>	831 High Road North Finchley London N12 8PR														
<b>Opening hours</b>	<table border="1"> <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 border="1"> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 – 17:30	Sun	Closed										
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<b>Products &amp; Services</b>	The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office, but DVLA services will still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission.														
<b>Serving positions</b>	There will be seven serving positions in total; two screened, four 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 via an automatic door with an internal sloping ramp with handrail at the entrance to the premises. Low level serving counters, a low level writing desk and hearing loops will be available.														
<b>How far away is it?</b>	Approximately 295 metres away from the current branch, along varied terrain.														
<b>Transport &amp; parking</b>	<p style="text-align: center;"><b>Parking</b></p> <p>Roadside pay and display parking for approximately 8 vehicles directly outside premises, maximum stay 2 hours. There is a pay and display car park on Lodge Lane with 232 spaces and 9 designated disabled bays approximately 140 metres away. Three designated disabled bays on Friern Park approximately 165 metres away.</p> <p style="text-align: center;"><b>Buses</b></p> <p>Public transport available to and from the surrounding areas. The nearest bus stop is approximately 35 metres away from the proposed premises.</p>														
<b>Retail</b>	Stationery, greeting cards and gifts.														
<b>Date of move</b>	26 April 2018														