



Dear Customer

**Blackfriars Road Post Office®  
52 Blackfriars Road, London, SE1 8NN**

### **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 ZCO Ltd. 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 to provide services that will meet customer needs and safeguard future service provision in Blackfriars, now and for the long-term.

#### **Public consultation feedback**

During the public consultation period we received 11 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. The feedback commented on the proposed change to the way the branch is run, the level of service that would be available and staffing. Comments also welcomed the longer opening hours and the fact that the branch would be remaining at its current location. 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.

#### **The new Blackfriars Road Post Office**

ZCO Ltd plans a complete internal refurbishment of the current premises to provide a bright, modern open-plan branch which will include the introduction of a range of stationery, greeting cards and gifts alongside the Post Office service. Currently there are two entrances into the premises and ZCO Ltd will be closing off the stepped entrance without the ramp. 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 the new operator 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. Directional signage will be provided from the entrance door through to the dedicated Post Office area which will be located towards the rear of the current premises.

There will be six serving positions, which has been based on current and forecast future business levels; four open plan positions, one traditional screened positions which will also provide travel money services, 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 screened positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. 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. Following the move, the Post Office will be open on a Saturday offering customers an increase of 9 hours a week with more flexibility around their visits.

I am satisfied that customer needs will continue to be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with ZCO Ltd 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. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available. The nearest alternative office providing the Biometric Enrolment Service for the Home Office, is London Bridge Post Office, 19a Borough High Street, London, SE1 9SF approximately 0.8 miles away. There will also be full posting facilities within the new branch.

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**

ZCO Ltd has successfully operated a number of Post Office branches nationally over the last three years and regard the Post Office network as a vital part of community services. They have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Blackfriars 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 ZCO Ltd 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 our people working at the existing 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 has proven to be successful.

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 Blackfriars.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of cards, gifts and stationery. To make this happen, the branch will have to close temporarily whilst the new Post Office 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 we'll let you know as well as providing full details of the arrangements in place for alternative service provision whilst Blackfriars Road Post Office is temporarily closed. Customer information posters will also be displayed in branch at that time.

In the meantime, to enable the branch to be transferred to our new operator, Blackfriars Road Post Office will be temporarily closed from 17:30 on Thursday 15 March 2018, re-opening at 09:00 on Monday 19 March 2018. Details of alternative services are at the end of this letter and will also be displayed in the branch window.




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

Yours faithfully



**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.

<b>Blackfriars Road Post Office information sheet</b>															
<b>Address</b>	52 Blackfriars Road London SE1 8NN														
<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. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available.														
<b>Serving positions</b>	There will be six serving positions in total, made up of one 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 a ramp with handrails and automatic doors at the entrance. A low level serving counter, low level writing desk and hearing loop will be available.														
<b>Retail</b>	Cards, gifts and stationery														
<b>Dates of temporary closure</b>	Closed from 17:30 on Thursday 15 March 2018, re-opening at 09:00 on Monday 19 March 2018.														

**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.**

**Alternative branches:****Southwark Post Office**

136 Southwark Bridge Road  
London  
SE1 0DG

**Opening times**

Monday	08:30 – 17:30
Tuesday	09:00 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 17:30

**Services**

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

**Access and facilities**

This branch has a wide automatic door and level access at the entrance.

**Transport/parking**

Pay & display parking is available within 150 metres. There are local buses serving the surrounding area. Information on routes and timetables can be access at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Route**

This Post Office service is located approximately 0.5 miles away from Blackfriars Road branch, along level terrain.

**London Bridge Post Office**

19a Borough High Street  
London  
SE1 9SF

**Opening times**

Monday	09:00 – 17:30
Tuesday	09:30 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30

**Services**

The same range of services will continue to be available.

**Access and facilities**

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

**Transport/parking**

Pay & display parking is available within 120 metres There is a frequent bus service available between Blackfriars Road branch and this Post Office service. The nearest bus stop is 170 metres away.

**Route**

This Post Office service is located approximately 0.8 miles away from Blackfriars Road branch, along level terrain.

**Westminster Bridge Road Post Office**

125-131 Westminster Bridge Road  
London  
SE1 7HJ

**Opening times**

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	09:00 – 17:30

**Services**

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

**Access and facilities**

This branch has a wide door and level access at the entrance.

**Transport/parking**

There is an indirect bus service available between There are local buses serving the surrounding area. Information on routes and timetables can be access at [www.tfl.gov.uk](http://www.tfl.gov.uk)

**Route**

This Post Office service is located approximately 2.1 miles away from Blackfriars Road branch, along level terrain.