



Dear Customer

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

**Local public consultation**

I'm writing to let you know that we are proposing to change the way we operate Blackfriars Road Post Office. If the change goes ahead the branch will continue to be run from the current premises by ZCO Ltd, with opening hours increased to include Saturdays.

**Why are we proposing this change?**

This change is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Blackfriars is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day-to-day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches. All of our wide range of services would be available at the branch in Blackfriars, 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 would 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.

## About our retail partner

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 would be able to successfully run the branch in Blackfriars, by showing they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours.

## The new look Blackfriars Road Post Office

The current premises will undergo a complete internal refurbishment to provide a bright, modern open-plan branch with the introduction of a range of cards, gifts and stationery goods alongside the Post Office service. Currently there are two entrances into the premises, ZCO Ltd will be closing off the stepped entrance without the ramp should we proceed with this proposal, this will be confirmed in our final plans at the end on the consultation period. We have stringent standards to ensure good access for all customers and our plans for the branch include improving access with wide aisles, and the installation of low-level counters, PIN pads, hearing loops and customer seating.

Directional signage will be provided from the entrance door through to the Post Office area which will be within a dedicated area at the back 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 position which will also provide travel money services and a service point at the new 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 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. Opening hours will be extended, offering customers an increase of 9 hours a week.

## What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- Thinking about your recent experience of using the Post Office, is there anything you would like us to consider which would make the premises easier for you to get into and more easily accessible inside
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the change proceeds is there anything else we could do to make it easier for customers

It's easy to let us have your feedback by completing our online survey via the following link [postofficeviews.co.uk](https://postofficeviews.co.uk) and entering the code for this branch **004007**.

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the branch. I've enclosed an information sheet that provides more details about the proposed change. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:



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



FREEPOST Your Comments

**(This is the full address to use.**

**No further address or name details are required)**



[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)



Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

#### **Dates for local public consultation:**

Local Public Consultation starts	<b>22 November 2017</b>
Local Public Consultation ends	<b>15 January 2018</b>
Proposed month of change	<b>March 2018</b>

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed change. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully

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

Please note that items sent by Freepost take 2 working days to arrive not including Saturday or Sunday. Therefore please allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

**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.**

## Blackfriars Road Post Office Information Sheet

<b>Post Office Opening hours</b>	<b>Current</b>	<b>Proposed new</b>																											
	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 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>Closed</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	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	Closed	Sun	Closed	<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
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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>	<p>The same wide range of products and services would 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 would still be available.</p>																												
<b>Serving positions</b>	<p>There would 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.</p>																												
<b>Access and facilities</b>	<p>Access would be via a ramp with handrails and automatic doors at the entrance. A low level serving counter, low level writing desk and hearing loop would be available.</p>																												
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## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)

