



## **Oxford Street Post Office® is changing**

We earlier this year asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **19** submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at the current location on Monday 13 August 2018 at 13:00. To make this change happen, the branch will need to close for refurbishment on Wednesday 1 August 2018 at 17:30.

### **We asked why you use this Post Office and what you like about it.**

**You said..... you use this Post Office as it is conveniently located and the staff are friendly, efficient and knowledgeable. You also said that you use this branch for a wide variety products and services and that there is plenty of parking nearby.**

You'll be glad to know that most of what you like about your branch won't change. Your existing Postmaster is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

### **We asked for your comments about the changes to the branch.**

**You said..... that you are concerned about privacy and security when carrying out transactions at open plan counters. Some of you are concerned that the number of Post Office service positions would be insufficient. You are also worried that some customers would find it difficult to move in and around the store, and mention that there is insufficient space to queue for both retail and Post Office customers.**

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. During identified busy periods and to help manage waiting times, the operator is expected to manage staffing levels at retail and Post Office service points appropriately. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. There will be sufficient space for Post Office customers to move around within the store, including wheelchair users, so they can reach the Post Office area without hindrance.

There will be two separate, clearly signposted, queues for Post Office and retail customers in order to ensure that queue times are kept to a minimum. During identified busy periods and to help manage waiting times, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

There will be sufficient space for Post Office customers to move around within the store, including wheelchair users, so they can reach the Post Office area without hindrance.

Lastly, your two new Post Office counters will be located at the end of the retail till, on the left hand side of the shop as you enter.

**We asked for your comments about any changes to the opening hours.**

**You said..... you welcome the longer opening hours. However some of you said that the changes to the opening hours are unnecessary. Lastly, you would like to know if mail collections will be increased.**

When the new branch opens customers will benefit from longer opening hours:

Monday to Friday 08:30 – 18:00 and Saturday 09:00 – 14:00

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

Mail collections are decided by Royal Mail and the operator would be able to tell you what time mail is collected and the latest acceptance time at the counter each day. Any item accepted over the counter will be held securely, until the next mail collection from the branch.

**We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.**

**You said..... the changes to the products and services are minimal and will not affect you. Some of you mentioned that you would like to see more products and services available at this branch. You also said you would like a range of stationery to be available.**

I am pleased to let you know that we are enhancing the range of products which will be available at the new branch and customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

The branch will offer a small range of stationary items, including standard envelopes and packaging.

During the closure period you can continue to access Post Office services at Duke Street Post Office. Customers can continue to access ATM services at Salhouse Post Office.

**We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.**

**You said.....that the potential closure period is acceptable providing it is kept to a minimum and plenty of notice is given. However, some of you said that the refurbishment period would be inconvenient, as you would have to travel further to access an alternative branch.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the Postmaster to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

Please look at the poster displayed in branch for more details about the change.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

How to contact us:

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

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

FREEPOST Your Comments

**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.**

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