



Dear Customer

Randalstown Post Office®
22-24 New Street, Randalstown, Antrim, BT41 3AF

Local Public Consultation Decision

We are confirming the relocation of the above branch to Spar, 44 New Street, Randalstown, Antrim, BT41 3AF. The branch relocated on 28 April 2018.

We received 33 responses from customers during the consultation period. The main feedback centred on access and parking at the new location. Additionally some feedback was received about adequate space for queuing and customer movement within the new premises. Customers also commented on privacy and security at the new premises. The feedback welcomed on site car park and more spacious premises for customers' use. This feedback enabled me to improve my understanding of customers' concerns and to ensure that all such information was taken into account before finalising our plans for the new service.

As you will be aware, our partners and agents operate Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, our partner identified an opportunity to move this branch into larger, more spacious retail premises nearby.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have further reviewed parking provision at the new location. I can confirm that dedicated car park is available outside the premises and in addition there is roadside parking nearby the new premises.

I acknowledge that the proposed premises are further away from the village centre and for some customers this may mean a slightly longer journey. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, there may be some customers for whom the proposed location is slightly closer than at present. The new operator is providing a marked walkway across the forecourt to indicate a pedestrian route from the pavement to the front of the store.

The new operator is ensuring that there is an appropriate level of privacy at the Post Office serving point. For example, we have discussed issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there are strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

We have worked closely with the new operator on the internal layout to make sure there is clear access into the premises. Aisles and the queuing area are kept free from obstructions and adequate room is provided for customers to move around and access Post Office services without difficulty. There are two separate, clearly signposted, queues for Post Office and retail customers in order to ensure that queue times are kept to a minimum. Customers are also benefiting from longer opening hours throughout the week.

We know our customers value excellent customer service at the Post Office. Please be assured all staff are fully trained in Post Office transactions and to the same professional high standard as in all our branches, and staffing levels are aligned to meet customer demand.

I have carefully considered our original proposal, the feedback received during the local public consultation period as well as the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new location, I am confident that this move allows customers good access to Post Office services whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Thank you for considering our proposal.

Yours faithfully

Janese Sung

Janese Sung
Network Operations Area Manager

How to contact us:



postofficeviews.co.uk



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, or by contacting us or on our website at: www.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.

Randalstown Post Office information sheet					
	New Post Office location				
Address	Spar 44 New Street Randalstown Antrim BT41 3AF				
Post Office Opening hours		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		
Retail counter hours offering selected Post Office services	<table><tr><td>Mon - Sun</td><td>06:00 - 23:00</td></tr></table>			Mon - Sun	06:00 - 23:00
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Distance	60 metres away from the previous branch, along level terrain.				
Products & Services	A wide range of Post Office products and services will still be available however excluding the National Lottery.				
Serving positions	There are two serving positions. These are a mixture of one screened and one open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours.				
Accessibility	Access and facilities The new premises has a wide door and level access. Internally, there is a hearing loop and space for a wheelchair.				
	Parking A free car park at the front of the store and additional roadside parking nearby.				
Retail	Forecourt garage and convenience store				
Date of change	28 April 2018				

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.