



«Name» - «TitlePosition»
«Organisation»
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«Postcode»

20 July 2017

Dear «u_name»

Redbourn Post Office®
73 High Street, Redbourn, St Albans, AL3 7LW

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Weymans Nisa Local, 27 High Street, Redbourn, St Albans, AL3 7LE, where it will operate as one of our new local style Post Office branches.

We received 34 individual responses from customers and local representatives during the local public consultation period. The majority of feedback welcomed the move as this would maintain Post Office services locally and provide longer opening times and improved access into the branch. Slight concern was expressed about parking in the area and the level of service that would be provided following the move. This feedback helped me to understand customers' views and was taken into account in finalising our plans.

With regards to parking at 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, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have reviewed this further. I can confirm that there is roadside parking available directly outside and opposite Nisa store as well as in the surrounding area. I am therefore satisfied that parking and access at the new branch will continue to meet customer requirements following the move.

We recognise that the Post Office plays an important part in the lives of customers, particularly for our elderly and disabled customers, and we want to make our services as accessible as possible. Access into Weymans Nisa is level with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the store and access Post Office services without difficulty.

We have also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. For example, we will discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

Staff will be fully trained to the same high standard as in all our branches and their training will include instructions and guidelines to safeguard customer privacy and confidentiality. Any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Customers will still be able to collect undelivered parcels and other items of mail from the new branch.

The change also means that Post Office services will be available during shop opening times. Local residents will therefore benefit from extended opening hours, including Saturday afternoon, Sunday and longer opening throughout the week, so they can spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability Post Office service provision in the local community.

As previously advised, the current branch will close at 13:30 on Saturday 22 July 2017, with the new branch opening, at Weymans Nisa Local, 27 High Street, at 13:00 on Monday 24 July 2017. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know. During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of an alternative Post Office branch are provided below for your convenience:

Southdown Road Post Office, 130 Southdown Road, Harpenden, AL5 1PU

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 12703399

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal.

Yours sincerely

Michael Brennan

Michael Brennan
Regional Network Manager

How to contact us:

- 🌐 postofficeviews.co.uk
- ✉ comments@postoffice.co.uk
- ☎ Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
- ✉ FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

This document is also available to view online, 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.



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.

Redbourn Post Office information sheet															
Address	Weymans Nisa Local 27 High Street Redbourn St Albans AL3 7LE														
Opening hours	<table border="1"> <tbody> <tr> <td>Monday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Tuesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Wednesday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Thursday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Friday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Saturday</td> <td>06:00 – 21:00</td> </tr> <tr> <td>Sunday</td> <td>06:30 – 21:00</td> </tr> </tbody> </table>	Monday	06:00 – 21:00	Tuesday	06:00 – 21:00	Wednesday	06:00 – 21:00	Thursday	06:00 – 21:00	Friday	06:00 – 21:00	Saturday	06:00 – 21:00	Sunday	06:30 – 21:00
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Friday	06:00 – 21:00														
Saturday	06:00 – 21:00														
Sunday	06:30 – 21:00														
Distance	230 metres from the current branch, along level terrain.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access is level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking available outside and opposite the premises.</p>														
Retail	Convenience store														
Date of Relocation	24 July 2017														

Redbourn Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. signed for & Airsure)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	✓
Travel insurance referral	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other Products are available at Southdown Road Post Office, 130 Southdown Road, Harpenden, AL5 1PU	Opening times: Mon – Sat 09:00 – 17:30