



Dear Customer

I'm pleased to let you know that we are trialling a new type of Post Office service in your area at Carters Pharmacy, 41 Salisbury Road, Pinner, HA5 2NJ.

So that we could provide services to our customers quickly, the branch opened on Wednesday 7 April 2021 and is serving customers Monday to Friday 09:00 to 17:00 and Saturdays 09:00 to 12:00. I apologise for the late notice on this occasion.

At Post Office we are continually looking to make sure we meet ever-changing customer demand and ensure our network plan continues to evolve accordingly. One of the ways we're doing this is to try out some additional Post Office formats on a small scale before we look at any potential wider introduction in the network.

These flexible range of formats offer postmasters greater opportunity to adapt their branches to suit their needs and meet local customer demand. They have been developed to increase customer access to essential services and simplify the customer experience - including reducing transaction times and offering different product mixes. Additionally, they have also been designed to make running a Post Office simpler and more rewarding for postmasters, requiring less space and staffing. Looking after a nationwide network of Post Office services, we have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. Any service must be commercially sustainable for Post Office Ltd and our postmasters who operate them.

The new style branch will offer Post Office services from a low-screened, open-plan Post Office counter and will bring convenient access to mail and bill-payment services for customers. For ease of operation, personal and business banking services will not be available as part of this trial. Customers will still be able to pay for services using the usual methods of payment including cash and debit/credit cards. Details of the opening hours and the products and services available are provided overleaf.

Personal and business banking services are available from these nearby branches:

- Pinner Green Post Office, 11 Pinner Green, Pinner, HA5 2AF
- Pinner Post Office, 11 Bridge Street, Pinner, HA5 3HR

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

During the trial of the new style branch we will monitor usage, suitability and any local feedback on the new service. If there is a need to change the service, posters will be displayed locally to let customers know.

Please feel free to share this information with others who may be interested to hear about the new service.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to this Notification is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Graham Simmons

Graham Simmons
Network Provision Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Post Office opening times & services available	
Mon-Fri	09:00 - 17:00
Sat	09:00 - 12:00
Mail	
First & Second Class mail	
Stamps, stamp books (1st class 6 & 12 only, 2nd class 12 only)	
Signed For	
Special Delivery	
International mail up to 2kg	
Parcel collect and return	
Travel	
Pre-order online travel money collection only	
Other	
Bill payments	
Postal Orders	
National Lottery Terminal	
Gift Cards	
For information about product availability call 03457 22 33 44.	

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub -(postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

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¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office