



Dear Customer

**Shepherds Bush Post Office®**  
**Unit 1087-1088 Westfield Shopping Centre, Wood Lane, London, W12 7GD**

**Changes to your branch**

We recently asked your views on some key areas of our plans to franchise Shepherds Bush Post Office. In total we received eight responses.

Thank you to everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in finalising our plans.

After careful consideration of the feedback received, we are confident that the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Shepherds Bush.

A summary of the key issues raised and our response to each key issue is enclosed, along with an information sheet providing further details about the branch.

The branch will remain at its current location, but to enable us to make the necessary changes to the branch, it will be necessary for it to close at 17:30 on Monday 4 February 2019. However, it will reopen at 09:00 on Wednesday 6 February 2019. During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of two nearby alternative Post Office branches are provided below for your information:

- North Pole Road Post office, 4a North Pole Road, London, W10 6QL
- Shepherds Bush Road Post Office, 146 Shepherds Bush Road, London, W6 7PB

For this short period of closure, for customers requiring DVLA Photocard Driving Licence renewal, Security Industry Authority (SIA) licence application services and Biometric Enrolment for the Home Office services, the nearest branch is: Kensington Post Office, 208-212 Kensington High Street, London W8 7RG approximately 1.7 miles away.

I am confident that our customers in Shepherds Bush will continue to receive a high standard of customer service in the years ahead.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk).

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

**Key points raised:**

- Staffing
- Location of the Post Office and accessing the Post Office within the store

**Responses to Key points:**

WHSmith already successfully operate over 130 Post Office branches and have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Shepherds Bush Post Office will be trained to the highest Post Office standards and the branch will receive on-going training on products and services, as well as general operational and service related matters. SSKs will continue to be supported by staff on the custom side of the branch.

WHSmith High Street Ltd will ensure there are sufficiently wide, clear aisles and there is adequate space for Post office customers, including wheelchair users, so they can easily access the Post office area. The Post Office will be located in WHSmith in the Westfield shopping centre which is served by adequate transport links

<b>Shepherds Bush Post Office information sheet</b>															
<b>Address</b>	<b>Unit 1087-1088 Westfield Shopping Centre Wood Lane London W12 7GD</b>														
<b>Opening hours</b>	<table border="1"> <tbody> <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>10:00 - 16:00</td> </tr> </tbody> </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	10:00 - 16:00
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<b>Products &amp; Services</b>	A wide range of services would still be available at the branch.														
<b>Serving positions</b>	There are five serving positions in total, made up of one screened and four open plan. The total number of serving positions has been based on current and future predicted business levels.														
<b>Additional facilities</b>	Two self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
<b>Access &amp; facilities</b>	Access into WHSmith from the shopping centre is level, with the entrances being kept open during store opening times. A low level serving counter, low level writing desk and hearing loop will continue to be available.														
<b>Retail</b>	Cards and Stationery														
<b>Date of temporary closure and re-opening</b>	Closed from 17:30 on Monday 4 February 2019, Re-opening at 09:00 on Wednesday 6 February 2019.														

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