



Dear Customer

Silverdale Parade Post Office®
976 Eastern Avenue, Ilford, IG2 7JD

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 Gnanam Food & Wine, 968-970 Eastern Avenue, Ilford, IG2 7JD, where it will operate as one of our new local style Post Office branches.

We received 4 individual responses from customers during the consultation period. Some feedback welcomed the move as this will maintain a Post Office service in close vicinity of the current site and the longer opening times the new branch would provide. Other feedback commented about availability of space inside the proposed shop and staff training. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

We recognise that the Post Office plays an important part in the lives of people, particularly to elderly and disabled customers, and we want to make our services as accessible as possible. Inside Gnanam Food & Wine, 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. Some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into and within the premises and customers can move around the store without difficulty.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would 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 a Post Office serving point, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services, alongside retail transactions. Subject to survey and any required consents / planning permission, the Post Office external cash machine will be transferring to the new branch. Customers can access the full range Post Office products and services at Seven Kings Post Office and a 24 hour cash machine at North Street Post Office.

The change also means that local residents will benefit from significantly longer opening hours, including lunchtimes, Saturday afternoon, Sunday and longer opening hours throughout the week. These extensive opening times will allow customers to spread their visits and access our services 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 this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Tuesday 29 August 2017, with the new branch opening, at Gnanam Food & Wine, 968-970 Eastern Avenue, at 13:00 on Wednesday 30 August 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:

- Seven Kings Post Office, 663 High Road, Seven Kings, Ilford, IG3 8RA

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: 181026.

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



Suzanne Richardson
Regional Network Manager

How to contact us:

- 🖥️ postofficeviews.co.uk
- ✉️ comments@postoffice.co.uk
- ☎️ Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Silverdale Parade Post Office information sheet

Address	Gnanam Food & Wine 968-970 Eastern Avenue Ilford IG2 7JD														
Opening hours	<table border="1"><tr><td>Monday</td><td>07:00 – 23:00</td></tr><tr><td>Tuesday</td><td>07:00 – 23:00</td></tr><tr><td>Wednesday</td><td>07:00 – 23:00</td></tr><tr><td>Thursday</td><td>07:00 – 23:00</td></tr><tr><td>Friday</td><td>07:00 – 23:00</td></tr><tr><td>Saturday</td><td>07:00 – 23:00</td></tr><tr><td>Sunday</td><td>08:00 – 22:00</td></tr></table>	Monday	07:00 – 23:00	Tuesday	07:00 – 23:00	Wednesday	07:00 – 23:00	Thursday	07:00 – 23:00	Friday	07:00 – 23:00	Saturday	07:00 – 23:00	Sunday	08:00 – 22:00
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Sunday	08:00 – 22:00														
Distance	Two doors away from the current branch.														
Products & Services	The majority of Post Office products and services will still be available.														
Accessibility & accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available within 20 metres of the premises.</p>														
Retail	Convenience store														
Date of Relocation	13:00 on Wednesday 30 August 2017														

Silverdale Parade 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓

Withdrawals, deposits and payments

Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓

Bill payments

Automated bill payments (card or barcoded)	✓
Key recharging	✓
Transcash (without barcode)	x

Licences

Rod fishing licences	✓
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Travel

Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓

Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓

Payment by cheque

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Products marked x are available at **Seven Kings** Post Office, 663 High Road, Seven Kings, Ilford, IG3 8RA

Opening times:
Mon – Sat 09:00 – 17:30