



Your new branch is due to open

St Marys Post Office

Medina Foods, 75 Clovelly Rd, Southampton, SO14 0AT

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received fourteen responses and we are opening the branch on Tuesday 19 July 2022 at 13:00.

Key points raised:

- Distance and Location
- Security
- Parking
- Internal Layout

Response to key points:

Distance and Location

The new premises are located approximately 850 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers. However, it's important to stress that in this instance we have had to balance these factors against our over-riding need to retain a service in that area.

Security

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The postmaster will engage with the community police in the event of any anti-social behaviour outside and around the store.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that Compton Walk pay & display car park is 300m away.

Internal layout

The Post Office counter will be at the front of the shop, adjoining the retail counter. The butcher's counter is at the rear of the premises. Additionally, we have worked closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily.

We do hope that you will enjoy using the new Post Office.