



Dear Sir/Madam

Stoke Newington Post Office®
138 Stoke Newington High Street, London, N16 7JN

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office into the nearby vacant store at 150 Stoke Newington High Street, London, N16 7JP, previously trading as HSBC. The branch will be operated by Universal Office Equipment (UK) Ltd (UOE).

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Stoke Newington, now and for the long-term.

Stoke Newington branch is due to move to its new location in early 2018 so from the 23 November 2017 UOE will operate the branch from the current Post Office premises at 138 Stoke Newington High Street until the refurbishments at the new location are complete. The same range of Post Office services will continue to be provided, with opening hours extended, offering customers an extra 14 hours a week.

Public consultation feedback

During the public consultation period we received 9 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions. I would like to thank everyone who took the time to let us have their comments and provide information.

The main areas of feedback centred around improved access into the store, the impact on staff and the layout of the new branch. Respondents also commented on the need for Post Office services to be available in Stoke Newington in the long term, opening hours and space within the new branch. 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, when making our decision.

Getting to the new location

With any relocation we carefully consider factors such as the local terrain, parking and transport links when developing our proposal. We also take into account whether there are any particular local road traffic issues that may negatively impact accessibility.

The new branch will be located approximately 45 metres away from the current location, along level terrain. As the new location is only a short distance from the existing branch, customers can continue to use the same parking facilities and bus services as they do now. In conclusion, we remain satisfied that customers in Stoke Newington will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our older and disabled customers. We will be working together with UOE to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

In early 2018, the premises at 150 Stoke Newington High Street will undergo a complete refurbishment to provide a bright, modern open-plan branch with the introduction of a range of stationery and office services alongside the Post Office. The branch will have its own designated area at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

Externally the store front will include Post Office signage and an opening hours board. There will also be full posting facilities within the new branch. Access into the premises will be level with automated doors and directional signage from the entrance door through to the new Post Office area. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance the entrance area and shopping aisles will be kept free of obstructions. The Post Office area will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided

There will be four serving positions, which has been based on current and forecast future business levels; two open plan positions and one traditional screened position which will also provide travel money services, and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional screened positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. The serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue. Following the move, opening hours will be extended, offering customers an extra 14 hours a week with more flexibility around their visits.

I am satisfied that customer needs will be met. Alongside this, we'll monitor customer usage at the branch following the move and will work with UOE to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office products and services will continue to be available. Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will be available for customers to take away with them, and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new operator has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Stoke Newington Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the UOE team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Stoke Newington.

The date of opening for the branch at the new premises will be communicated early in 2018.

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: **02000499**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55



FREPOST Your Comments

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

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Stoke Newington Post Office information sheet															
Address	From early 2018: 150 Stoke Newington High Street London N16 7JP														
Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 – 18:00</td></tr> <tr><td>Tue</td><td>08:30 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Thu</td><td>08:30 – 18:00</td></tr> <tr><td>Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>12:00 – 16:00</td></tr> </table>	Mon	08:30 – 18:00	Tue	08:30 – 18:00	Wed	09:00 – 18:00	Thu	08:30 – 18:00	Fri	08:30 – 18:00	Sat	09:00 – 17:30	Sun	12:00 – 16:00
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Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon, Tue, Thu & Fri</td><td>08:30 – 18:00</td></tr> <tr><td>Wed</td><td>09:00 – 18:00</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>12:00 – 16:00</td></tr> </table>	Mon, Tue, Thu & Fri	08:30 – 18:00	Wed	09:00 – 18:00	Sat	09:00 – 17:30	Sun	12:00 – 16:00						
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Products & Services	The same wide range of Post Office services will continue to be available.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with automated doors. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 45 metres away from the current branch, along level terrain.														
Transport & parking	<p style="text-align: center;">Parking/Buses</p> <p>As the new premises are located close by the current branch, customers will be able to use the same local transport and parking facilities.</p>														
Retail	Stationery & Office Services														
Date of move	Early 2018														