



Stoneleigh Post Office® is changing

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received 56 submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We've now finalised our plans and your new-look Post Office is scheduled to open at the current location on Saturday 13 October 2018 at 13:00. To make this change happen, the branch will need to close for refurbishment on Tuesday 25 September 2018 at 17:30. Should these dates change, posters will be displayed in branch to let customer know.

We asked why you use this Post Office and what you like about it.

You said.....that you use this Post Office for a variety of services. You also said that you use this branch as it is conveniently located and the staff are efficient, friendly and helpful

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

We asked for your comments about the changes to the branch.

You said..... That you welcome the changes to the branch. However, some of you are concerned about having the Post Office and retail counters together, as this may cause longer queues. You were also concerned that there is a lack of space within the store and that some customers would find it difficult to move in and around the store

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

Additionally, your new Post Office counter will be located at the end of the retail till, on the right side of the shop as you enter.

We asked for your comments about any changes to the opening hours.

You said.....you welcome the longer opening hours however some customers said that the extended hours and Sunday opening is not necessary.

When the new branch opens customers will benefit from longer opening hours:

Monday – Saturday 06:30 – 19:30 & Sunday 06:30 – 13:00

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.

You said.....the changes to the produces and services will not affect you

The new-style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated meaning that customers can be served quickly and efficiently and transactions processed more quickly. You may need to go to an alternative Post Office for a small number of transactions which are more complex or manual, paper based transactions, like Parcelforce Worldwide International Parcels. But the majority of services will still be available, including the acceptance of Royal Mail international letters, parcels up to 2kg and printed papers up to 5kg.

During the closure period you can continue to access Post Office services at Ewell and Ewell Court Post Office. Further details of these branches are available at the end on of this information sheet.

We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.

You said..... That the potential closure period is necessary providing it is kept to a minimum and plenty of notice is given. Some of you were also concerned that the refurbishment period would be inconvenient for some people

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the postmaster to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

Please look at the poster displayed in branch for more details about the change.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

How to contact us:



postofficeviews.co.uk



comments@postoffice.co.uk



FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Alternative branches:**Ewell Court Post Office**

179 Kingston Road
Epsom
KT19 0AA

Services

The same range of services will continue to be available with the addition of Car tax and Passport Check & Send.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Transport/parking

Roadside parking is available nearby with a disable bay near the branch. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 0.4 miles away from Stoneleigh branch, along varied terrain.

Ewell Post Office

4-5 Market Parade
High Street
Epsom
KT17 1SL

Services

The same range of services will continue to be available with the addition of Car tax, National Lottery and Passport Check & Send.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

Monday	07:00 – 19:00
Tuesday	07:00 – 19:00
Wednesday	07:00 – 19:00
Thursday	07:00 – 19:00
Friday	07:00 – 19:00
Saturday	07:00 – 19:00
Sunday	07:00 – 14:00

Transport/parking

Roadside parking is available in the surrounding side streets. There are local buses serving the surrounding area.

Route

This Post Office service is located approximately 1.1 miles away from Stoneleigh branch, along varied terrain.
