



Dear Customer

The Broadway Post Office®
Previously located at 9 The Broadway, Woodford Green, IG8 0HL

Local Public Consultation Decision

We will be proceeding with our proposal to re-open the above Post Office branch at Feelings, 26 The Broadway, Woodford Green, IG8 0HQ, where it will operate as one of our new local style Post Office branches.

We have received 24 individual responses from customers and local representatives during the local public consultation period. The main feedback welcome the restoration of Post Office services in the area. However, other feedback expressed concerns around parking and traffic congestion in the area surrounding the new location and the availability of space within the new premises. This feedback helped me to understand customers' views and concerns and to make sure that all such information was taken into account before finalising our plans.

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand traffic issues and the availability of parking spaces are matters outside the direct control of Post Office Limited. However I have reviewed this matter and I can confirm that there is a time restricted public car park approximately 50 metres of the new premises. I am therefore satisfied that there is adequate car parking in the vicinity of the proposed new branch to meet the needs of customers using the Post Office.

We are aware of the importance a Post Office branch has in the lives of customers, particularly to the older and disabled customers and our goal is to do everything we can to make Post Office services as accessible as possible for customers. I can confirm that our new operator will be installing a permanent internal ramp before the new Post Office branch opens. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles.

The new local style Post Office will operate from an open plan till, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will benefit from the extended opening hours provided by our operator including Saturday afternoon and Sunday opening, and longer opening times throughout the week. The full range of Post Office products and services are available at Wood Green Post Office which is accessible by public transport.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new premises, I am confident that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide for long term viability and future sustainability for the branch

The new branch will open on Monday 12 February 2018.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you can use the search function to find this letter either by entering branch name, postcode or the unique branch code 195026

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 faithfully



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

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.



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.

The Broadway Post Office information sheet

Address	Feelings 26 The Broadway Woodford Green IG8 0HQ		
Post Office opening hours		Mon	08:00 – 20:00
		Tue	08:00 – 20:00
		Wed	08:00 – 20:00
		Thu	08:00 – 20:00
		Fri	08:00 – 20:00
		Sat	08:00 – 20:00
		Sun	08:00 – 13:00
Distance	Opposite the previously closed branch, along level terrain.		
Accessibility & Accessibility works	Access and facilities An internal ramp will be installed providing easier access into the premises. Internally, there will be a hearing loop and space for a wheelchair. Parking There is a time restricted car park within 50 metres of the new premises.		
Retail	Cards and Stationery		
Date of re-opening	Monday 12 February 2018		

The Broadway Post Office® services available

Your Postmaster or our Customer Helpline on 03452 66 01 15 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	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	x
Products marked * are available at Woodford Green Post Office, 471 High Road, Woodford Green, IG8 0XE	Opening times: Mon – Sat 09:00 -17:30