



Dear Customer

Walthamstow Central Post Office®
206 High Street, Walthamstow E17 7JH

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 Walthamstow Central Post Office to 242 – 244 Hoe Street, Walthamstow, E17 3AX, currently known as Foster's Super Market, where it will be run by our new retail partner.

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 Walthamstow, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 101 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions with the local MP, Stella Creasy, in attendance. The feedback commented on accessibility, the size, suitability and location of the proposed store, the nature of the retail offer and staff training.

I would like to thank everyone who took the time to let us have their comments and provide information. 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

We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. The new branch will be located approximately 275 metres away from the current branch, along level terrain, via a well-maintained pedestrianised walk with benches for sitting on route to Hoe Street. There are no roads to cross if approaching from the current branch. As the proposed premises are located close by the current branch, customers would be able to use the same local transport and parking facilities as they do now.

The nearest public parking is approximately 450 metres away at The Mall, however the closest parking to the new site for blue badge holders is on Church Hill, with a total of 8 designated disabled bays, 4 on each side of the road. This is approximately 130 metres away from the proposed premises with a pedestrian crossing located at the corner of Hoe Street.

In conclusion, I remain satisfied that customers in Walthamstow 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'll be working with our new retail partner to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The new operator will extend the shop into the vacant unit next door and carry out a complete refurbishment of the premises to create additional space for the installation of the main Post Office counters alongside the convenience store. The branch will have its own designated area to the rear of the store. There is level access into the premises and improvements will be made to the entrance with the installation of an automated door and the removal of the threshold strip prior to the move. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. 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. This will ensure the Post Office counter area is easily accessible and that customers including wheelchair users have sufficient space to move around the store. Externally the store front will include Post Office signage and an opening hours board.

There will be directional signage from the entrance door through to the new Post Office. The Post Office counter 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.

The number of serving positions is based on current and future predicted business levels and the new branch will have two traditional floor to ceiling screened serving positions, which will also provide travel money services, two open plan positions and a Post Office serving point at the retail counter. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed. There will be space for people to wait for service and customer seating will also be provided.

Following the move, the main Post Office counters will be open from 09:00 to 17:30 Monday to Saturday. Additionally there will be longer hours, seven days a week, from the serving position located at the retail till which will offer a selected range of Post Office products and services, providing customers with more flexibility around their visits.

There will be full posting facilities available within the new branch. The nearest external posting facilities will be either outside the current branch or on Church Hill, outside the Royal Mail Customer Service point near the disabled parking bays.

I'm satisfied that customer needs will continue to be met, however we will continue to monitor customer usage at the branch and will work with the new operator to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of products and services would still be available. Staff will be trained to provide information on financial products, including savings and insurances. Product information will also 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

All staff employed by our new operator to work in the branch would be trained to the highest Post Office standards with on-going training on products and services, as well as operational and service related matters. Post Office will work with the new operator and their team to provide support, in the same way we 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

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 Walthamstow. The current branch will close at 17:30 on Wednesday 5 September 2018, with the new branch opening at 09:00 on Thursday 6 September 2018.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

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.

Walthamstow Central Post Office information sheet															
Address	242 – 244 Hoe Street Walthamstow E17 3AX														
Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 17:30	Sun	Closed
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Opening times of Post Office service at retail counter	<table border="1"> <tr> <td>Mon - Sun</td><td>08:00 – 23:00</td></tr> </table>	Mon - Sun	08:00 – 23:00												
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Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be five serving positions in total; two 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 and an automatic door will be installed. An internal ramp will also be installed. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 275 metres away from the current branch, along level terrain.														
Transport & parking	<p style="text-align: center;">Parking</p> <p>There is a pay on foot car park at The Mall with 670 spaces and designated disabled bays available on level 1 and level 2.</p> <p style="text-align: center;">Buses</p> <p>Public transport available to and from the surrounding areas.</p>														
Retail	Convenience														
Date of move	6 September 2018														

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.