



03 October 2017

Dear Customer

**Walworth Road Post Office®
234 Walworth Road, London, SE17 1JD**

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 change the way we operate Walworth Road Post Office. The branch will be operated by OM SAI Enterprises (London) Limited and will be known as Walworth Post Office. 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 the Walworth Road area, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 20 individual representations from customers and local representatives, as well as 69 Campaign letters objecting to the proposed change. We also held a customer forum to talk about our plans and answer questions.

The main areas of feedback were around the length of queues at the current branch, the loss of parcel collection following the closure of the Royal Mail sorting office, the suitability of the proposed new operator and the Biometric Enrolment service. I would like to thank everyone who took the time to let us have their comments and provide information. 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.

What the new branch will look like:

OM SAI Enterprises (London) Limited plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery, gifts and greetings cards. Access into the premises is level; the external doors will be secured open and the inner doors will be automated. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. We will be working with the new operator to ensure there are wide, clear aisles kept free of obstructions and there is sufficient space for all Post Office customers, including wheelchair users, to move around the store and reach the Post Office area with ease.

Externally the store front will include Post Office signage, as well as an opening hours board. There will be directional signage from the entrance door through to the new Post Office area at the rear of the store. The Post Office counter will be built to Post Office specifications, including 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 new branch will have seven serving positions in total, made up of one screened serving position, five open plan serving positions and a Post Office serving point at the retail counter. This has been carefully based on current and future predicted business levels. 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 our new partner to make sure service standards continue to improve and our opening times

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are kept to a minimum. Following the change, the Post Office will be open on Saturday afternoons, providing customers with more flexibility around their visits.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available with the exception of the Biometric Enrolment Service for the Home Office, although DVLA and Security Investment Authority services will still be available. The Biometric Enrolment Service will continue to be available at a number of nearby locations, including London Bridge Post Office (1.5 miles away, approximately 21 minutes by no. 35 bus), Blackfriars Road Post Office (1.7 miles) and Broadway Post Office (2.3 miles), all of which are accessible by public transport. Following the change the Biometric Enrolment Service at Walworth Post Office will be transferred to Clapham Common Post Office.

With regards to the facility to collect undelivered items of mail from the Post Office, the 'Local Collect' service is available at most Post Offices, including this branch, for a small charge. We are aware that customers would like a Royal Mail collection office to be available at the branch and subject to there being sufficient space to accommodate this, we will discuss this request with Royal Mail however, customers should be aware that when shopping online they are already able to have their order shipped directly to their Post Office at no extra cost.

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 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:

OM SAI Enterprises (London) Limited regard the Post Office network as a vital part of community services and we are satisfied they have demonstrated to us that they are an appropriate franchise partner to operate the service in Walworth Road and, as an experienced operator of Post Offices, have shown they are committed to delivering excellent customer service.

Any person employed to work in the new Walworth Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with our new partner and the branch 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 the team working at the 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 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 Walworth Road.

The new operator plans a major refurbishment of the premises, providing a brand new, modern Post Office branch and a retail offer of stationery, gifts and greetings cards. To make this happen, the service will have to close temporarily whilst the new branch is made ready. We and your new operator will work hard to keep the closure period to a minimum, so you can start using your new branch as quickly as possible. Fit out plans are now being finalised and as soon as dates have been agreed we'll let you know as well as providing full details of the arrangements in place for alternative service provision whilst Walworth Post Office is temporarily closed. Customer information posters will also be displayed in branch at that time.

In the meantime, to enable to the branch to be handed over to the new operator, Walworth Post Office will be temporarily closed from 17:30 on Wednesday 1 November 2017 and will be re-opening at 09:00 on Monday 6 November 2017. Details of alternative services are at the end of this letter and will also be displayed in the branch window.


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: **02600799**.

Yours sincerely



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
 -  FREEPOST 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.

Walworth Post Office information sheet															
Opening hours	<table> <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> <tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 – 17:30	Sun	Closed										
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Sun	Closed														
Products & Services	The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services will still be available.														
Serving positions	There will be seven serving positions in total, made up of one screened and five 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 into the premises is level; the external doors will be secured open and the inner doors will be automated. A low level serving counter, low level writing desk and hearing loop will be available.														
Retail	Stationery, Gifts and Greetings Cards														
Date of change	The existing branch will close for refurbishment from 17.30 on Wednesday 2 November 2017 and will re-open at 09:00 on Monday 6 November 2017.														

Alternative access to Post Office® services:

Vauxhall Street Post Office

36-38 Vauxhall Street
Lambeth
London
SE11 5LG



Opening times

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



Services

A range of key Post Office products and services are available.



Access

Access is via a ramp.



Transport/Parking

On street parking directly outside. There are bus services to this branch from Walworth Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk



Route

This Post Office service is located approximately 1.4 miles away, along varied terrain.

Great Dover Street Post Office

159a Great Dover Street
London
SE1 4GZ



Opening times

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 – 12:30
Sun	Closed



Services

A range of key Post Office products and services are available.



Access

Level access into the premises.



Transport/Parking

Time restricted parking is available within 50 metres of the Post Office. There are bus services to this branch from Walworth Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk



Route

This Post Office service is located approximately 1.3 miles away, along varied terrain.

Southwark Post Office

136 Southwark Bridge
Road
London
SE1 0DG

**Opening times**

Mon	08:30 – 17:30
Tue	09:00 – 17:30
Wed	08:30 – 17:30
Thu	08:30 – 17:30
Fri	08:30 – 17:30
Sat	09:00 – 17:30
Sun	Closed

**Services**

A range of key Post Office products and services are available.

**Access**

Level access into the premises.

**Transport/Parking**

There are bus services to this branch from Walworth Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk

**Route**

This Post Office service is located approximately 1.2 miles away, along varied terrain.

Nearest service offering Biometric Enrolment service:**Blackfriars Road Post Office**

52 Blackfriars Road
London
SE1 8NN

**Opening times**

Mon	09:00 – 17:30
Tue	09:30 – 17:30
Wed	09:00 – 17:30
Thu	09:00 – 17:30
Fri	09:00 – 17:30
Sat	Closed
Sun	Closed

**Services**

The same range of products and services are available.

**Access**

Access is via a ramp with handrails.

**Transport/Parking**

There is a disabled bay within 20 metres of the Post Office and there is a car park within 370 metres. There are bus services to this branch from Walworth Post Office. Information on routes and timetables can be accessed at www.tfl.gov.uk

**Route**

This Post Office service is located approximately 1.6 miles away, along varied terrain.