



Dear Customer

**Waterlooville Post Office®**  
**25 – 27 Wellington Way, Waterlooville, PO7 7ED**

**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 to the nearby vacant premises previously known as Candy & Cards at 6-7 Clock House, Waterlooville, PO7 7HE. The branch will be run by Pranay Patel.

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 Waterlooville, now and for the long-term.

**Public consultation feedback**

We received 6 individual representations from customers during the local consultation period and we also held a customer forum to talk about our plans and answer questions. I would like to thank those who took the time to let us have their comments and provided information. The main feedback from the community welcomed the relocation of the branch and the fact that it will be remaining in the town centre. Other feedback related to concerns for the future of the current staff. The feedback we received helped us to better understand the views of customers and this was taken into account along with all other relevant factors, when making our decision.

**Getting to the new location**

The new branch is approximately 142 metres from the current branch, and as with any relocation it is inevitable that whilst some customers will have an easier journey to the new branch, regrettably others may have slightly further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal.

When considering the consultation feedback, we reviewed public transport and the availability of parking. The nearest public car park is the Wellington Way car park, approximately 190 metres away with 124 pay and display spaces, 2 disabled bays and free disabled parking. There is also a safe drop off point approximately 80 metres away on Hambledon Road. For those using public transport to access the new branch, buses are available to and from the surrounding areas from the bus stop 10 metres away.

In conclusion, I remain satisfied that customers in Waterlooville will continue to have good access to Post Office services.

### **What the new branch will look like**

We recognise that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. Pranay Patel regards the Post Office network as a vital part of community services and we'll be working together to provide a new, modern Post Office with sufficient room for both Post Office and shop customers.

The new branch will have a bright, modern layout and will operate from a newly built dedicated open plan Post Office area at the rear of the store. Customer access both into and within the store will meet Post Office's own accessibility standards and all applicable legislation. Access into the store will be level, and an automated door will be installed at the entrance to the premises.

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 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 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.

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 our 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. 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, over extended hours, providing customers access to services for an extra 8.5 hours a week. Full posting facilities will be available in branch.

I'm satisfied that customer needs will be adequately met. Alongside this, we will monitor customer usage at the branch following the move and will work with our new partner to make sure service standards are maintained.

### **Access to Post Office services and products**

The same wide range of Post Office 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 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**

Pranay Patel has satisfied us that he is equally as committed to delivering excellent customer service as we are. Any person employed to work in the 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 Pranay Patel's 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 Waterloo.

The current branch will close at 17:30 on Wednesday 10 January 2018, with the new branch opening at 09:00 on Thursday 11 January 2018.


You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: **013937**

Yours faithfully



**Roger Gale**  
**Sales & Trade Marketing Director**  
**Post Office Limited**

## How to contact us:

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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](http://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.**

<b>Waterlooville Post Office information sheet</b>															
<b>Address</b>	6-7 Clock House Waterlooville PO7 7HE														
<b>Opening hours</b>	<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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<b>Opening times of Post Office service at retail counter</b>	<table> <tr><td>Mon - Sat</td><td>09:00 – 18:00</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Sat	09:00 – 18:00	Sun	Closed										
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Sun	Closed														
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.														
<b>Serving positions</b>	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.														
<b>Access &amp; facilities</b>	Access into the store will be level, and an automatic door will be installed. Low level serving counters, a low level writing desk and hearing loops will be available.														
<b>How far away is it?</b>	Approximately 142 metres away from the current branch, along varied terrain.														
<b>Transport &amp; parking</b>	<p style="text-align: center;"><b>Parking</b></p> <p>Wellington Way car park is approximately 190 metres away, pay and display with 124 spaces 2 disabled bays and disabled parking is free.</p> <p style="text-align: center;"><b>Buses</b></p> <p>The nearest bus stop is approximately 10 metres away.</p>														
<b>Retail</b>	Confectionery, Tobacco, Cards & Stationary														
<b>Date of move</b>	11 January 2018														