



Dear Customer

**Welwyn Garden City Post Office®**  
**Previously located at: 17 – 19 Howardsgate, Welwyn Garden City, AL8 6AA**

**Local Public Consultation Decision**

I'm writing to confirm that we will be proceeding with our proposal to restore the above Post Office branch to McColls Retail Group, 43 Howardsgate, Welwyn Garden City, AL8 6AP, where it will operate as one of our new local style Post Office branches.

In order to restore a Post Office service to our customers as soon as possible, I am pleased to confirm that the new branch will open on Friday 08 September 2017 at 13:00. Posters will be displayed in branch to let customers know about the new service.

We received 20 individual responses from customers and local representatives during the local public consultation period. Customers welcomed the restoration of Post Office services however slight concerns were raised about the availability of space and privacy in the proposed store to accommodate a Post Office. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level with a wide door at the entrance. In terms of accessing the new location, there are parking facilities with two designated disabled spaces within 100 metres the new premises.

Inside the shop, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a more modern way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand particularly at busy periods. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions.

The Post Office transactions through the local style branch are designed to be quick and efficient to operate to enable fast and effective customer service - in many cases the transactions are automated making the service easy for customers and operators and helping to alleviate queuing. However this does mean that a small number of transactions that are more time consuming, complex or paper based, such as Passport Check and Send won't be available at the new branch. However I can confirm that the new branch will still cater for the vast majority of products and services and the Passport Check and Send service will continue to be available at Hatfield Post Office, which can be reached via a direct bus service.

The change also means that local residents will benefit from significantly longer opening hours, including Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

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

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: 166033

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](http://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](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 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.**

<b>Welwyn Garden City Post Office information sheet</b>															
<b>Address</b>	<p>McColls Retail Group 43 Howardsgate Welwyn Garden City AL8 6AP</p>														
<b>Opening hours</b>	<table> <tr> <td>Monday</td><td>06:00 – 20:00</td></tr> <tr> <td>Tuesday</td><td>06:00 – 20:00</td></tr> <tr> <td>Wednesday</td><td>06:00 – 20:00</td></tr> <tr> <td>Thursday</td><td>06:00 – 20:00</td></tr> <tr> <td>Friday</td><td>06:00 – 20:00</td></tr> <tr> <td>Saturday</td><td>06:00 – 20:00</td></tr> <tr> <td>Sunday</td><td>07:00 – 20:00</td></tr> </table>	Monday	06:00 – 20:00	Tuesday	06:00 – 20:00	Wednesday	06:00 – 20:00	Thursday	06:00 – 20:00	Friday	06:00 – 20:00	Saturday	06:00 – 20:00	Sunday	07:00 – 20:00
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<b>Distance</b>	100 metres from the previous branch along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> The new premises will have a wide door and level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Time restricted road side parking is available outside the new premises. Disabled parking bays are available 100 metres from the new premises.</p>														
<b>Retail</b>	Convenience store														
<b>Date of Relocation</b>	13:00 on Friday 08 September 2017														

Welwyn Garden City Post Office® services available	
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 <a href="http://www.postoffice.co.uk">www.postoffice.co.uk</a>	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
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	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual)	✓
Postal orders	✓
Moneygram	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Driving</b>	
Car tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
<b>Payment by cheque</b>	✓
Products marked x are available at <b>Hatfield</b> Post Office, 9 Town Centre, Hatfield, AL10 0JZ	
Opening times: Mon 08:00 – 18:00 Tue – Fri 08:30 – 18:00 Sat 08:30 – 17:30	