



## **Whyteleafe Post Office® is changing**

We recently asked your views on some key areas about our plans to change your Post Office to one of our new-look **local** branches. We received **3** submissions about the possible changes. While it's not possible to respond to each individual issue raised, a summary of the main comments we received is provided below.

We have now finalised our plans and your new-look Post Office opened at the current location on Monday 1 October 2018, the branch closed for refurbishment on 5 September 2018 at 17:30. Please accept our sincere apologies for any inconvenience caused during the temporary closure of the branch.

### **We asked why you use this Post Office and what you like about it.**

**You said..... you use this Post Office as it is conveniently located and the staff are friendly, efficient and always willing to help. You also said that you use this branch for a wide variety of services.**

You'll be glad to know that most of what you like about your branch won't change. Your new Operator is keen to provide the same high standard of service as is currently received. The new style local format is a simpler operating model than a traditional style Post Office. It is designed to handle products and services that are automated, meaning that customers can be served quickly and efficiently and transactions processed more quickly.

### **We asked for your comments about the changes to the branch.**

**You said..... you said that you are concerned about privacy when carrying out transactions at an open plan counter. You also said that the shop will become congested with one queue due to the counters being combined.**

We fully recognise people can be wary of change and we are pleased that you took the time to let us know what's concerning you. Although the local style format is a different way of providing a service, security or privacy is not compromised. As with any other branch we have robust security procedures in place and anyone handling Post Office transactions including new staff will be fully trained on all operational and service issues including customer privacy. I would also like to reassure you that when we are talking with the operator we work with them to make sure there is an appropriate level of privacy at the Post Office till point and discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service.

During identified busy periods and to help manage waiting times, the Operator is expected to manage staffing levels at retail and Post Office service points appropriately.

Additionally, your new Post Office counter will be located at the end of the retail till, on the right hand side of the shop as you enter. There will be sufficient space for Post Office customers to move around within the store, including wheelchair users, so they can reach the Post Office area without hindrance.

**We asked for your comments about any changes to the opening hours.**

**You said..... that you welcome the longer opening hours. However, some of you said that the changes to the opening hours are unnecessary.**

Customers will benefit from longer opening hours:

Monday – Saturday 08:00 – 21:00

Sunday 11 :00 – 19 :00

We already have over 2000 branches offering Post Office services in this new way. Feedback from customer satisfaction surveys supports that customers particularly like the longer opening hours the local style branch offers. This means that customers can choose to visit their local branch at times that suit their lifestyle better, whether this be first thing in the morning, during the day, or later in the evening, which also helps to spread customer visits throughout the day.

**We asked if you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead.**

**You said..... the changes to the products and services are minimal.**

I am pleased to let you know that the range of products will remain the same at the new branch and customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment.

During the closure period you can continue to access Post Office services at **Caterham** Post Office.

**We asked for your comments about the potential closure period during the refurbishment or access to other branches in the area.**

**You did not comments about the potential closure period during the refurbishment or access to other branches in the area.**

We recognise that even a short term closure will be inconvenient, for which we apologise. However we've been working with the operator to keep the closure to a minimum and we will ensure that the nearest alternative branches are displayed and publicised. We've also given you 2 weeks' notice of the closure period, so you have time to make necessary alternative arrangements.

Please look at the poster displayed in branch for more details about the change.

We'd like to thank all those who took the opportunity to let us have their views about the changes.

**How to contact us:**

[postofficeviews.co.uk](http://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

**To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.**