



MP Mr Paul Scully - Member of Parliament for Sutton and Cheam

27 July 2015

Dear Mr Scully

**Worcester Park Post Office®
176 Central Road, Worcester Park, KT4 8RF**

Decision - move to new premises & branch modernisation

I'm writing to confirm that we will be proceeding with the relocation of the above branch to Londis, 178 Central Road, Worcester Park, KT4 8HQ, where it will operate as one of our new main style Post Office branches.

We received a small number of comments from customers during the local public consultation period, all in support of the move. Respondents welcomed our modernisation plans, the ease of access, increased space and longer opening hours that would be available in the new branch.

I have carefully considered our original proposal and the feedback received during the local public consultation period. I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch. We already have over 2500 branches offering Post Office services in this new way and customer and operator feedback has been very encouraging.

To explain the background to our proposal, the move of the branch is part of our modernisation and investment plans for the Post Office network to provide a network that is sustainable and will better meet customer needs for the future. Our agency branches are run on our behalf by our operators, rather like a franchise. It is therefore important that the business is viable if we are to maintain Post Office services into the longer term. In this instance, the existing operator has secured premises at 178 Central Road which he believes will help to provide a sustainable service for the future, improving the long-term viability of both the Post Office and the retail service.

We recognise 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 possible. I am pleased to confirm that before the new Post Office opens, the currently vacant premises will be fully refurbished, providing level access via a wide door at the entrance. Internally, a modern, new main style Post Office branch will be built to our high specifications, with one screened and two open plan counter positions and incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles.

All staff handling Post Office transactions will have received training that includes guidance on respecting customer confidentiality and safeguarding privacy. They will also have completed compliance training for a number of areas, including adherence to our robust security procedures, Data Protection, Mail Handling and taking all reasonable precautions to safeguard the mail in their care until it is despatched. The same range of Post Office products and services will continue to be available and customers will benefit from longer opening times on Saturday.

Additionally, there will be a Post Office serving point located at the retail till where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open seven days a week, in line with store opening hours, and will offer significantly longer hours than the main Post Office counter, providing customers with the option of visiting the Post Office at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

Subject to a survey by our cash machine provider and relevant planning permission, the Post Office cash machine will be transferring to the new location. In the meantime, customers will still be able to access cash from their Post Office card account and obtain everyday banking services over the counter throughout the extended opening times. Outside of these opening hours, customers can access our 24 hour cash machine facilities at Lavender Corner branch. Full details of the new branch are provided at the end of this letter

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

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: 10102399.

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.postoffice.co.uk/transforming-post-office, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Will Russell', with a stylized flourish at the end.

Will Russell
Regional Network Manager

How to contact us:

- 🖥️ postofficeviews.co.uk
 - ✉️ comments@postoffice.co.uk
 - ☎️ Customer Helpline: 03457 22 33 44
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 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Worcester Park Post Office information sheet															
Address	Londis 178 Central Road Worcester Park KT4 8HQ														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 - 17:30</td></tr> <tr><td>Tue</td><td>08:30 - 17:30</td></tr> <tr><td>Wed</td><td>08:30 - 17:30</td></tr> <tr><td>Thu</td><td>08:30 - 17:30</td></tr> <tr><td>Fri</td><td>08:30 - 17:30</td></tr> <tr><td>Sat</td><td>08:30 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 - 17:30	Tue	08:30 - 17:30	Wed	08:30 - 17:30	Thu	08:30 - 17:30	Fri	08:30 - 17:30	Sat	08:30 - 17:30	Sun	Closed
Mon	08:30 - 17:30														
Tue	08:30 - 17:30														
Wed	08:30 - 17:30														
Thu	08:30 - 17:30														
Fri	08:30 - 17:30														
Sat	08:30 - 17:30														
Sun	Closed														
New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>07:00 - 21:00</td></tr> <tr><td>Sun</td><td>10:00 - 21:00</td></tr> </table>	Mon - Sat	07:00 - 21:00	Sun	10:00 - 21:00										
Mon - Sat	07:00 - 21:00														
Sun	10:00 - 21:00														
Distance	Next door to the current branch.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be four serving positions. These will be a mixture of one screened, two open plan and a Post Office serving point for use at the retail counter, which is available during shop opening hours offering selected services.														
Accessibility & Accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Pay and display parking is available at the Waitrose car park within 114 metres from the premises.</p>														
Retail	Convenience Store														
Date of relocation	To be confirmed														