



Dear Sir/Madam

**New Cross Gate Post Office®
199 – 205 New Cross Road, London, SE14 5DH**

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 One Stop, 165 – 167 New Cross Road, London, SE14 5DG where it will be operated by Kavin DS Ltd.

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 New Cross Gate, now and for the long-term.

Public consultation feedback

During the public consultation period we received 28 individual representations from customers and local representatives, along with a petition opposing the change. We also held a customer forum to talk about our plans and answer questions. 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.

The main feedback commented on the distance of the new site from the current site, staffing at the new branch, the products and services that would be available and the impact on the local community.

Getting to the new location

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

There is roadside parking on Hatcham Park Road approximately 95 metres from the new premises and time restricted disabled bay parking is available on the red route outside the new premises. Public transport is available to and from the surrounding areas and the nearest bus stop is approximately 90 metres from the new premises.

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

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our older and disabled customers. Kavin DS Ltd regard 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 Post Office and shop customers.

The new premises will be completely refurbished, incorporating a convenience store to run alongside the Post Office. The branch will operate from a dedicated open plan Post Office area at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into the store will be via a ramp, with an automated door 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 with ease, 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 counter serving positions in total which has been based on current and forecast future business levels: two open plan positions, one traditional floor to ceiling 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 the 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.

Following the move, the main Post Office counter will be open for longer including Saturday afternoons, providing customers an extra 5.5 hours a week. In addition, the serving position located at the retail till will offer customers the majority of Post Office products and services without having to join the main queue, from 5:30 am to 2:00 am Monday-Sunday, a slight change from what we indicated in our original proposal, providing customers with more flexibility around their visits. Full posting facilities will be available in branch.

I'm satisfied that customer needs will continue to be met. All of our operators are expected to make sure that there is adequate counter cover to meet customer needs, particularly at peak times, however we will monitor customer usage at the branch following the move and will work with Kavin DS Ltd 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, with the exception of a cash machine. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch, during all the extended opening hours. The nearest alternative Post Office cash machine can be found approximately one mile away at New Cross branch, 500 New Cross Road, London, SE14 6TL.

Staff who work 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

Staff 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 the Kavin DS Ltd team to provide support, in the same way we 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 New Cross Gate. The current branch will close at 17:30 on Wednesday 14 February 2018, with the new branch opening at 09:00 on Thursday 15 February 2018.

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: **03500799**

Yours faithfully



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.

New Cross Gate Post Office information sheet

Address	OneStop 165 – 167 New Cross Road London SE14 5DG														
Opening hours	<table border="1"> <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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Sun	Closed														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon - Sun</td><td>05:30 – 02:00</td></tr> </table>	Mon - Sun	05:30 – 02:00												
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Products & Services	The same wide range of products and services will still be available, with the exception of a cash machine.														
Serving positions	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 is based on current and future predicted business levels.														
Access & facilities	There will be an automated door installed at the entrance with a ramp into the proposed premises. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 110 metres away from the current branch, along level terrain.														
Transport & parking	<p style="text-align: center;">Parking</p> <p>There is time restricted disabled bay parking on the red route outside the new premises. Roadside parking is available on Hatcham Park Road approximately 95 metres away.</p> <p style="text-align: center;">Buses</p> <p>The nearest bus stop is approximately 90 metres from the new premises. Public transport available to and from the surrounding areas.</p>														
Retail	Convenience														
Date of move	15 February 2018														