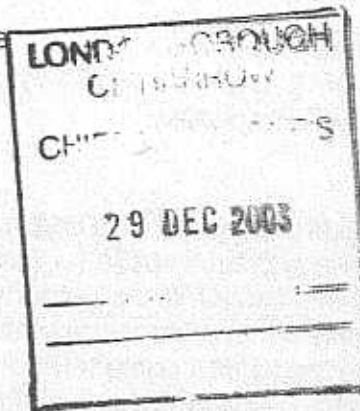


# Proposed branch change

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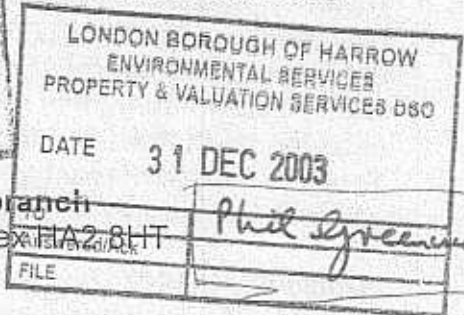
Joyce Markham, Chief Executive  
London Borough of Harrow  
PO Box 57  
Civic Centre  
HARROW  
HA1 2XF



B.H.

24<sup>th</sup> December 2003

Dear Ms Markham



The Post Office® South Harrow branch  
259/261 Northolt Road, Harrow, Middlesex HA2 8HT

I am writing to let you know about our intention to change the way we manage this branch. We propose to enter into an agreement with KP Retail Ltd who will manage the branch in partnership with Post Office Ltd.

We want the local community and all relevant organisations to understand why we want to make this change, how to contact us to raise any concerns and what facilities this branch will offer if the decision to change goes ahead.

### Why do we want to make this change?

Our main aim has always been to maintain a viable, accessible network of Post Office® branches for our customers. However we are facing severe financial pressures and with customer numbers continuing to fall and increasing running costs, we must urgently look at how best to improve our cost effectiveness so we can continue to meet that aim. One of the ways we can do this is to enter into a franchise partnership.

A partnership with KP Retail Ltd will help us to keep a local main Post Office® branch, with the facilities and environment you and they expect. If the change goes ahead, our new partner will make substantial investments in the branch by Autumn 2004, to further improve the branch. Overall our customers will benefit from:

- Longer opening hours on Saturday
- A new bright, modern open plan Post Office®
- An on-site retail store offering a range of greeting cards, gifts and stationery

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Beyond that, South Harrow branch will continue to offer the full range of services, products and facilities one would expect from a main Post Office® with our partner's staff trained to the same high standards as those we employ direct.

**Are other branches managed like this?**

A vast majority of Post Office® branches are already managed in partnership with individual postmasters or retail companies.

**We value your feedback**

As an organisation committed to delivering the best possible service, we want to ensure we do the best to meet our customer's requirements. Whilst the decision to change the management of this branch is not a matter for consultation, we do wish to seek all views about any customer service issues that you would like taken into account, so that we can take these into consideration in the final planning stages. You may therefore want to share this information with those in your organisation who you feel would have an active interest in this particular matter.

I would like to invite you to write to me to raise any issues you would like us to consider. All correspondence will be treated in strict confidence. If you want to contact me, please note that 24 February 2004 is the closing date for all enquiries, which will be answered, on my behalf, by our national consultation team who will liaise with me first.

In addition customers will be provided an opportunity to meet one of our representatives, on an informal basis at South Harrow branch on the following dates:

Monday 12 January                      Between 10.00am – 12.00pm

Tuesday 13 January                    Between 2.00pm – 4.00pm

We will also be inviting customers to come and see our plans for themselves and discuss what they would like from their new look Post Office® branch. Full details will be published in the branch shortly.

**What will happen to the existing staff?**

We care as much about our staff, as our customers do. We have a long established track record of managing our people through change, such as that proposed for this branch. Our nationally agreed processes ensure that our people are supported through the change. Whenever possible we try to ensure their preferences for the future are met.

**What is the next stage?**

After allowing eight weeks for customers and representatives of the local community to comment on our proposal, we will take the final decision whether to proceed with our plans for South Harrow branch. If the decision is taken to change, we anticipate that would take place in Spring 2004. I will write to you again informing you of the outcome, shortly after the above-mentioned closing date for enquiries.

Yours sincerely



Jackie Ilesley  
Head of Area  
Post Office Ltd

National Consultation Team  
PO Box 2060  
Watford  
WD18 8ZW

Customer Helpline: 08457 22 33 44

The Post Office® is able to supply customers with this information, free of charge, in an alternative format for people who are visually impaired. To obtain a copy, call the Post Office® helpline on 08457 22 33 44 or textphone 08457 22 33 55.