



Dear Customer

Local public consultation – Decision

Abbey Wood Post Office

Previously located at: 90 Abbey Wood Road, London, SE2 9NN

I'm writing to confirm that we have completed the local public consultation on Abbey Wood Post Office moving to Bethel Cash and Carry, 3 Tilston Bright Square, London, SE2 9DR. The branch re-opened at the new location on 8 December 2021.

We received 59 responses from customers and local representatives during the local public consultation. After careful consideration, we remain confident that the layout and location of the new branch is continuing to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

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, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours sincerely

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

Appendix A

Response to Local Public Consultation

Consultation started 28 September 2021

Consultation ended 9 November 2021

Consultation responses

- 59 responses from customers and local representatives

Key issues raised

- Access and Internal Space
- Customer Service
- Products & Services

Response to issues raised

Access and Internal Space

Access into and within the branch is level. Internally the new branch is in line with Post Office specifications and there is sufficient space for the Post Office service to operate alongside the retail offer. There is 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 without hindrance, the entrance area and shopping aisles will be kept free of obstructions.

Customer Service

Any person employed to work in Abbey Wood Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service-related matters.

Products & Services

A range of Post Office products and services is available at the branch. 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 the extended opening hours.

Appendix B

Abbey Wood Post Office Information Sheet

**Bethel Cash and Carry
3 Tilston Bright Square
London
SE2 9DR**

New opening hours

Mon - Sat	08:00 - 23:00
Sun	09:00 - 18:00

During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

A range of products and services are available.

Serving positions

There is one open plan serving position. The total number of serving positions has been based on current and future predicted business levels.

Access

Access into and within the new premises is level. Internally there is a hearing loop and space for a wheelchair

Getting there

The new branch is located approximately 400 metres away from the previously closed branch, along mostly level terrain. There is a public car park approximately 100 metres away. Public transport is available to and from the surrounding areas. Information on public transport routes and timetables can be accessed at www.tfl.gov. The nearest bus stop is approximately 260 metres away from the new premises.

Retail

Convenience Store

Abbey Wood Post Office services available

**For information about product availability call 03457 22 33 44.
For details of maximum value of transactions, please speak to the operator.**

	New branch
Mail	
First & Second-Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
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	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✗
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Vehicle tax	✗
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✗
Passport Check & Send	✗
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✗
Payment by cheque	
Products marked ✗ are available at Plumstead High Street Post Office, 102 Plumstead High Street, London, SE18 1SJ	Car tax only
<p style="text-align: right;">Opening times: Mon – Fri 09:00 – 17:30 Sat 09:30 - 16:30</p>	

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following principles will be adopted when communicating about changes to your local Post Office branch.

We will **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

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FREEPOST Your Comments

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

² If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in ³ and ⁴ above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.