



Dear Customer

Local public consultation - Have your say

Abbey Wood Post Office

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

Abbey Wood branch closed temporarily in January 2019 following the landlord giving us notice to vacate the premises as they had plans to redevelop the site. Since then we have been working to re-establish an appropriate service locally. I'm pleased to let you know that we will be re-opening the branch at a new location – Bethel Cash and Carry, 3 Tilston Bright Square, London, SE2 9DR.

When the branch re-opens it will operate as one of our local style branches with a newly appointed operator, providing us with the opportunity to incorporate Post Office services into their convenience store located approximately 400 metres from the previous closed branch. We recognise customer service needs will have changed during the last two years and the establishment of a Post Office local presents the best possible solution to allow us to restore and safeguard services for the community for years to come.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details on the new services and layout, please see the branch information sheet at the end of this letter.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the move?**

Local Public Consultation starts	28 September 2021
Local Public Consultation ends	9 November 2021

Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views. You can share your views on the new change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **002007**

How to share your views:
Consultation Hub (postofficeviews.co.uk)
comments@postoffice.co.uk
Call: 03452 66 01 15
Textphone: 03457 22 33 55
FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Good to know

- All staff employed to work in the new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Customers would access Post Office services at a low-screened, open-plan, modern serving point that's part of the retail counter. Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed.
- Posters and leaflets will now be displayed in the new branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community. If you would like a supply of posters, please let us know.

Thank you for considering our proposal.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Lead

Abbey Wood Post Office information sheet

New opening hours

Mon - Sat	08:00 -20:00
Sun	09:00 – 17:00

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 wide range of products and services will be available.

Serving positions

There will be 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 will be level. Internally there would be a hearing loop and space for a wheelchair.

Getting there

The new branch would be located approximately 400 metres away from the previously closed branch, along mostly level terrain. There is 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

The new retail partner is planning to refurbish the vacant premises and install a new modern Post Office alongside their convenience store.

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.

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	x
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	x
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Vehicle tax	x
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Passport Check & Send	x
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	
Products marked x are available at Plumstead High Street Post Office, 102 Plumstead High Street, London, SE18 1SJ	Car tax only
Opening times: Mon – Fri 09:00 – 17:30 Sat 09:30 - 16:30	

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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.

