



Dear Customer

Acton Post Office®
23-29 King Street, London, W3 9LD

We are writing to let you know our landlord has given us notice to vacate the above premises as they have plans to redevelop the site. Regrettably this means that Acton Post Office branch will close at this location on 24 October 2018 at 17:30, and the branch will be subject to temporary closure while we make alternative arrangements.

We have been working to find a long-term solution for Acton but it is now unlikely that we will have a replacement in place before the branch is forced to close. We continue to look for a long-term replacement for the branch and will consider all options for providing post office services in the Acton area. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. This could include reopening a branch in new premises operated by a retail partner or opening a number of smaller branches in the area, providing customers with greater convenience and longer opening hours. When doing this it is important that any new service introduced is sustainable both now and in the long-term.

We have been in discussions with our landlord for some time about how best to minimise the impact on the Post Office and our customers and to this end the landlord has agreed to extend our stay until October. We have been working hard to minimise the impact on our customers and have secured an extension to the Landlord's original notice to vacate from February 2018 to October 2018. We have also been surveying the area and speaking with potential new operators. At this stage we are not able to put a timeframe on establishing replacement services as it is important that any new service introduced is sustainable for both the Post Office and any new operator. We are aware that the landlord plans to include a retail unit in the new development and once we are able to survey this for suitability and consider commercial terms we will be able to add this as an option into our considerations.

Any future changes to service provision would be handled in line with our Principles of Community Engagement.

We would like to apologise for the inconvenience this unavoidable temporary closure will cause. In the meantime there are several branches in the area which may provide suitable alternatives for customers. Horn Lane Post Office is located just 0.7 miles from Acton Post Office and a further three branches, Ealing Common, The Vale and East Acton are within two miles. Shepherds Bush Post Office located 2.7 miles away in Westfield Shopping Centre will offer DVLA Photocard renewal, Security Industry Authority licensing and biometric enrolment for the Home Office.

Further details of these branches are provided on the enclosed information sheet. We will continue to monitor service provision at these branches following the closure, to make sure that customer service standards are maintained.

It would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in Acton. If you would like a supply of posters please let us know.

We would welcome any applications from potential retail partners interested in running a branch on our behalf. The vacancies are currently being advertised on our website www.runapostoffice.co.uk and all applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. We carry out such engagement in line with our Principles which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Posters will now be displayed in branch to let customers know about this change and we'll be in touch again as soon as we have an update on our plans for the area.

Yours faithfully



Roger Gale
Network & Sales 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 required.

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

Information Sheet

Horn Lane Post Office				
Address	214 Horn Lane London W3 6PL			
Post Office Opening hours		Mon - Fri	09:00 – 17:30	
		Sat	09:00 – 12:30	
		Sun	Closed	
Distance	Approximately 0.7 miles away from Acton Post Office branch, along varied terrain.			
Products & Services	A wide range of products and services are available including purchasing of Euros and National Lottery.			
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>There are 3 steps with a handrail at the entrance. Hearing loops are available.</p> <p style="text-align: center;">Parking</p> <p>Time restricted parking available directly outside the premises limited to 1 hour between 10:00 – 17:00. There are 2 designated disabled bays within 30 metres.</p> <p style="text-align: center;">Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 235 metres away from the premises. Information on routes and timetables can be accessed at www.tfl.gov.uk</p>			

Ealing Common Post Office				
Address	2 Grosvenor Parade Uxbridge Road London W5 3NN			
Post Office Opening hours		Mon - Fri	09:00 – 17:30	
		Sat	09:00 – 12:30	
		Sun	Closed	
Distance	Approximately 0.8 miles away from Acton Post Office branch, along varied terrain.			
Products & Services	A wide range of products and services are available including purchasing of Euros and an external ATM.			
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>Access is level with a manual door at the entrance. A low level pinpad and hearing loops are available.</p> <p style="text-align: center;">Parking</p> <p>Time restricted parking available directly opposite the premises limited to 1 hour between 7:00 – 19:00.</p> <p style="text-align: center;">Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 600 metres away from the premises. Information on routes and timetables can be accessed at www.tfl.gov.uk</p>			

The Vale Post Office			
Address	125-127 The Vale Acton London W3 7RQ		
Post Office Opening hours	Mon - Sat	07:00 – 20:00	
	Sun	Closed	
Distance	Approximately 0.9 miles away from Acton Post Office branch, along varied terrain.		
Products & Services	A wide range of products and services are available including travel money, an external ATM and National Lottery.		
Accessibility	<p>Access and facilities</p> <p>Access is level with a manual door at the entrance. A low level pinpad, low level writing desks and hearing loops are available.</p> <p>Parking</p> <p>Limited time restricted parking available on Lardon Road approximately 70 metres away for 30 minutes.</p> <p>Transport</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 35 metres away from the premises.</p> <p>Information on routes and timetables can be accessed at www.tfl.gov.uk</p>		

East Acton Post Office			
Address	71 Old Oak Common Lane London W3 7DH		
Post Office Opening hours	Mon - Fri	07:00 – 19:00	
	Sat	09:00 – 17:30	
	Sun	Closed	
Distance	Approximately 1.6 miles away from Acton Post Office branch, along varied terrain.		
Products & Services	A wide range of products and services are available including passport check & send, travel money and an external ATM.		
Accessibility	Access and facilities		
	Access is level with a manual door at the entrance. A low level serving counter, low level writing desks, low level pinpad and hearing loops are available.		
	Parking		
	Pay and display parking on Norbroke Street approximately 40 metres away.		
	Transport		
	Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 300 metres away from the premises.		
	Information on routes and timetables can be accessed at www.tfl.gov.uk		

Shepherds Bush Post Office			
Address	Unit 1087-1088 Westfield Shopping Centre Wood Lane London W12 7GD		
Post Office Opening hours	Mon - Sat	10:00 – 18:00	
	Sun	Closed	
Distance	Approximately 2.7 miles away from Acton Post Office branch, along varied terrain.		
Products & Services	The same wide range of products and services are available including DVLA Photocard renewal, Security Industry Authority licensing and biometric enrolment for the Home Office but with the exception of an ATM.		
Accessibility	Access and facilities Access within the shopping centre is level, with the entrances being kept open during store opening times. Lifts and escalators into the shopping centre are available. A low level serving counter, low level writing desks low level pinpads and hearing loops are available.		
	Parking There is a pay on exit multi-storey car park at the Westfield Shopping Centre with 4500 spaces and 200+ designated disabled bays.		
	Transport Public transport services are available to and from the surrounding area. There several bus stops approximately 600 metres of the shopping centre entrance. Information on routes and timetables can be accessed at www.tfl.gov.uk		

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities 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
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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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