



Dear Customer

Baldwins Lane Post Office
Previously located at: 295 Baldwins Lane, Croxley Green, Rickmansworth,
WD3 3LE

We are delighted to let you know that following the temporary closure of Baldwins Lane Post Office, we will be re-opening the branch on Wednesday 5 May 2021 at 13:00. This will be in a new location – Spar, 47-49 Baldwins Lane, Croxley Green, WD3 3LS.

In conjunction with the re-opening of the branch, for the first six months we're trialling a new type of Post Office service.

At Post Office we are continually looking to make sure we meet ever-changing customer demand and ensure our network plan continues to evolve accordingly. One of the ways we're doing this is to try out some additional Post Office formats on a small scale before we look at any potential wider introduction in the network.

During the trial of the new style branch we will monitor usage, suitability and any local feedback on the new service. If there is a need to change the service, posters will be displayed locally to let customers know.

We will display posters in the new location to tell customers the good news. If you are a local representative it would be helpful if you could share this information through your social media channels and 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 the local community. If you would like a supply of these posters please let us know.

We are keen to restore services to this community as soon as possible, so we have decided to go ahead with our plans. However we would welcome suggestions about specific aspects of the change particularly on the following areas:

- Do you have any comments about access into the new premises?
- Do you have any comments about access inside the new premises?

We will be accepting comments until Friday 28 May 2021. We won't be responding to you individually, but any comments received will be taken into consideration as we finalise our plans.

An information sheet is enclosed that provides more details about your new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the engagement for this branch either by branch name, postcode or the unique branch code 232501

postofficeviews.co.uk

Once the plans have been finalised, we'll display a poster in branch and information will be provided on our Consultation Hub outlining the main comments received and our response. If there are any unforeseen changes to the opening date, posters will be displayed in branch to let customers know.

We're carrying out this engagement in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Thank you for your support in restoring a Post Office service.

Yours faithfully

Graham Simmons

Graham Simmons

Network Provision Lead

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.**

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.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the engagement period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

| Baldwins Lane Post Office information sheet | | | | | | | | | | | | | | | |
|--|--|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
| Address | Spar 47-49 Baldwins Lane Croxley Green WD3 3LS | | | | | | | | | | | | | | |
| Post Office opening hours | <table border="1"> <tr><td>Mon</td><td>06:00 – 22:00</td></tr> <tr><td>Tue</td><td>06:00 – 22:00</td></tr> <tr><td>Wed</td><td>06:00 – 22:00</td></tr> <tr><td>Thu</td><td>06:00 – 22:00</td></tr> <tr><td>Fri</td><td>06:00 – 22:00</td></tr> <tr><td>Sat</td><td>06:00 – 22:00</td></tr> <tr><td>Sun</td><td>06:00 – 22:00</td></tr> </table> | Mon | 06:00 – 22:00 | Tue | 06:00 – 22:00 | Wed | 06:00 – 22:00 | Thu | 06:00 – 22:00 | Fri | 06:00 – 22:00 | Sat | 06:00 – 22:00 | Sun | 06:00 – 22:00 |
| Mon | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Tue | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Wed | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Thu | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Fri | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Sat | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Sun | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Distance | Within 0.7 miles from the previous branch, along varied terrain. | | | | | | | | | | | | | | |
| Accessibility | <p style="text-align: center;">Access and facilities</p> <p>The new premises will have a wide door at the entrance. Currently there is a step at the entrance to the new premises, however a permanent ramp will be installed by the new Postmaster.</p> <p>Internally, there will be a hearing loop and space for a wheelchair.</p> <p style="text-align: center;">Parking</p> <p>There is off road parking directly outside the new premises.</p> <p style="text-align: center;">Buses</p> <p>There is a regular bus service between the previous premises and the new one. The bus stop is approximately 47 metres away.</p> | | | | | | | | | | | | | | |
| Retail | Convenience Store | | | | | | | | | | | | | | |
| Proposed date of re-opening | Wednesday 5 May 2021 | | | | | | | | | | | | | | |

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.

Baldwin Lane Post Office services**Mail**

First & Second Class mail

Stamps, stamp books (1st class 6 & 12 only, 2nd class 12 only)

Signed For

Special Delivery

International mail up to 2kg

Parcel collect and return

Travel

Pre-order online travel money collection only

Other

Bill payments

Postal Orders

National Lottery Terminal

Gift Cards

For information about product availability call 03457 22 33 44.

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 **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.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office