



Dear Customer,

Local public consultation – Decision

**Barnet Post Office
63-65 High Street, Barnet, EN5 5UU**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into 112a Barnet High Street (formerly Toy Galaxy), Barnet, EN5 5XQ, where it will be operated by our retail partner Universal Office Equipment UK LTD (UOE).

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.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 12:30 on Saturday 29 November 2025, with your new branch opening, at 112a Barnet High Street at 13:00 on Monday 1 December 2025. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

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 faithfully

Martin Edwards

**Martin Edwards
Transformation Delivery Director
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 2 September 2025

Consultation ended 14 October 2025

Consultation responses

- 34 responses from customers

Key issues raised

- Distance
- Access and Internal Space
- Staffing and Customer Service
- Posting arrangements

Response to issues raised

Distance

The new premises is located approximately 60 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs and a pedestrian crossing along the route from the current site.

Access and Internal Space

Access at the new premises is level with a wide automatic door at the entrance. The new premises will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout to make sure there is clear access into the premises for customers and a wheelchair. There will be sufficient space to move about and access services inside the proposed new premises with aisle widths and turning circle compliant with Post Office's accessibility guide.

Staffing and Customer Service

In response to customer feedback about the UOE staff at the newly franchised current branch location, further staff training measures have been put in place. Additional days of training have now been completed, including training and support on specific products and customer service delivery. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Staff that handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. Additionally, in response to feedback during the consultation, there will be an additional open-plan serving point at the new branch.

Posting arrangements

Some customers were unsure of where to post items as a Royal Mail post box is not immediately outside the new branch location, and we can confirm that customers will still be able to post items of mail within the new branch.

Appendix B

Barnet Post Office Information Summary

There are times our branches may need to make changes to their opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
(Formerly Toy Galaxy), 112a Barnet High Street Barnet, EN5 5XQ.																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 17:30</td></tr><tr><td>Tuesday</td><td>09:00 – 17:30</td></tr><tr><td>Wednesday</td><td>09:00 – 17:30</td></tr><tr><td>Thursday</td><td>09:00 – 17:30</td></tr><tr><td>Friday</td><td>09:00 – 17:30</td></tr><tr><td>Saturday</td><td>09:00 – 17:30</td></tr><tr><td>Sunday</td><td>11:00 – 16:00</td></tr></table>		New opening times		Monday	09:00 – 17:30	Tuesday	09:00 – 17:30	Wednesday	09:00 – 17:30	Thursday	09:00 – 17:30	Friday	09:00 – 17:30	Saturday	09:00 – 17:30	Sunday	11:00 – 16:00
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Serving positions																	
<p>There will be three open plan serving positions. Four self-service machines will be available at a later date, however in the interim, two additional temporary serving counters will be provided.</p> <p>The total number of serving positions has been based on future predicted business levels.</p>																	
Access																	
<p>Access will be level with an automatic door at the entrance to the new premises.</p> <p>Low-level serving counters, a low-level writing desk, pin pads and hearing loops will be available.</p>																	
Getting there																	
<p>The new premises will be located approximately 60 metres away from the current branch, along varied terrain.</p> <p>Time restricted Pay by Phone roadside parking is available nearby with time restricted dedicated disabled parking approximately 20 metres from the new premises. Moxon Street Car Park with designated disabled parking bays is also available within 180 metres for the proposed premises. Up to 1 hour free parking.</p> <p>Public transport available to and from the surrounding areas. Information on public transport routes and timetables can be accessed at www.tfl.gov.uk.</p>																	
Store retail available	Stationery																

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website www.postoffice.co.uk/branch-finder

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch operator.
Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Services available	New Branch
Everyday Personal & Business Banking	
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express Services	✓
DPD - Buy in branch	✓
DPD - Drop off and collections	✓
Evri - Buy in branch	✓
Evri - Drop off and collections	✓
Post & Go	✓
Pay Bills & Top Up	
Pay Bills and Top up	✓
Passport Applications	
Paper Check & Send - New & Renewals	✓
Digital Check & Send - New & Renewals	✓
Licence Applications	
SIA Licence Application	✓
Taxi & Private Hire Licence Applications	✓
Identity Services	
Document Certification Service	✓
In Branch Verification	✓
Driving	
DVLA Photocard Renewal	✓
Vehicle Tax	✓
Travel	
Foreign Currency	✓
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Western Union	✓
Savings application forms	✓
Savings Account ID Verification (free)	✓

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.

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 branch⁵
- 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-week⁶ 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

⁵ 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.

⁶ 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.