

Dear Customer,

Local public consultation – Decision

**Bush Hill Park Post Office
4 Queen Annes Place, Enfield, EN1 2PT**

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 89 St Marks Road, Enfield, EN1 1BJ.

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 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 summary 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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

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.

Your faithfully

Allison Wallace

**Allison Wallace
Regional Change Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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 Thursday 03 October 2024

Consultation ended Thursday 14 November 2024

Consultation responses

- 47 responses from customers

Key issues raised

- Distance, Route to the New Location and Parking
- Access
- Internal Space and Queuing
- Security and Privacy

Response to issues raised

Distance, Route to the New Location and Parking

The new premises are located approximately 400 metres away from the current site. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers.

In terms of access to the new location, there are well maintained pavements and dropped kerbs en route.

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that time restricted roadside parking is available nearby with a dedicated disabled parking bay available on St Marks Road. Time restricted roadside parking can also be found on First Avenue, Trinity Avenue, Ladbroke Road, Leighton Road, Millais Road and Main Avenue.

Access

Access at the new location has a step at the entrance, however as part of the refurbishment works, a permanent ramp with a handrail and a wide door will be installed at the entrance leading into the premises to provide improved access for customers.

Internal Space and Queuing

Internally the new branch 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 and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Security and Privacy

We acknowledge the concerns made about anti-social behaviour in the area. Although such matters are outside our direct control and are for the relevant authorities and local police to resolve, Post Office takes security very seriously. While we cannot go into specific details around our security arrangements strict guidelines and measures would be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff. The operator will engage with the community police in the event of any anti-social behaviour outside and around the new premises.

Appendix B

Bush Hill Park Post Office Information Summary

**89 St Marks Road
Enfield
EN1 1BJ**

New opening hours

Mon	08:30 - 18:00
Tue – Fri	09:00 - 18:00
Sat	09:00 - 17:30
Sun	Closed

There are times our branches 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

The same range of products and services will still be available.

Serving positions

There will be two screened serving positions.

Access

Currently there is a step at the entrance to the new premises, however as part of the refurbishment works, a permanent ramp with a handrail and a wide door will be installed at the entrance leading into the premises to provide improved access for customers.

Internally, there will be a hearing loop.

Getting there

The new premises will be located approximately 400 metres away from the previous branch, along varied terrain.

Time restricted roadside parking is available nearby with a dedicated disabled parking bay available on St Marks Road.

Time restricted roadside parking can also be found nearby on First Avenue, Trinity Avenue, Ladbroke Road, Leighton Road, Millais Road and Main Avenue.

Retail

Confectionery, soft drinks, stationery and cards.

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

Comments@postoffice.co.uk

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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.