



Dear Customer

**Camden High Street Post Office®**  
**114-120 Camden High Street, Camden Town, London, NW1 0RR**

**Local public consultation**

I'm writing to let you know that we are proposing to move Camden High Street Post Office to the nearby vacant retail store at 124 Camden High Street, Camden Town, London, NW1 0LU where it would be run by our retail partner.

**Why are we proposing this move?**

This move is part of the continuing modernisation of our branch network. We believe the most effective way to secure the long term viability of Post Office services in Camden is through a carefully selected retail partner, and we are confident that our proposal is the best way of safeguarding services for the community for years to come. The vast majority of our 11,600 Post Office branches, large and small, are successfully operated in this way with retail partners and we believe this is the best approach to keeping Post Offices in main shopping locations and at the heart of communities where they play an important role in local economies.

Alongside modernising our branch network, we're continuing to develop our services to remain relevant for customers. As well as traditional mails and other services, today's Post Office network provides for the collection or return of online shopping, offers a 'click and collect' service for foreign currency available from over 3,500 branches and day to day banking for the majority of customers of UK banks - 99 per cent of UK personal banking customers and 75 per cent of business customers can now carry out day to day banking at any of our branches.

A wide range of services would be available at the new branch in Camden High Street, with the exception Biometric Enrolment for the Home Office. The nearest branch providing the Biometric Enrolment Service for the Home Office is Upper Holloway Post Office, 14 Junction Road, London, N19 5TA, approximately 1.9 miles away. DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services would still be available at Camden High Street Post Office. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission. Personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Alternatively, Queens Crescent Post Office has an external cash machine and is located approximately 1.1 miles away at 139 Queens Crescent, Kentish Town, London, NW5 4ED.

**About our retail partner**

Our new retail partner regards the Post Office network as a vital part of community services and have satisfied us that they would be able to successfully operate Camden High Street Branch and deliver excellent standards of customer service, with trained staff promoting products and services over extended hours. They have been trading since 1998 and operate six Post Offices, the first since 2015 offering a complete range of stationery & office services. All staff employed by the new operator 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.

## The new Camden High Street Post Office branch

The new branch will be a bright, modern open-plan layout and will include a complete internal refurbishment. Access into the store will be level with the installation of an automatic door.

Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the back of the store. There will be eight serving positions, which has been based on current and forecast future business levels; six open plan positions and two traditional screened positions which will also provide travel money services. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions and still have a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. Opening hours will be extended to include Sundays.

We have stringent standards to ensure good access for all customers and our plans for the new branch include new automatic entrance doors, widened aisles, low-level counters, PIN pads, hearing loops and customer seating.

### What's next?

We're now starting a period of local public consultation and we'd welcome your views on the proposal. The change of management of the branch to one that is operated by a retail partner rather than by us directly is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However, we welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy is it to get to the proposed 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 proposed move?
- If the move were to proceed is there anything we could do to make it easier for customers?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **041005**.

[postofficeviews.co.uk](https://postofficeviews.co.uk)

If you have a QR scanner on your mobile phone, all you need to do is scan here:



You can also let us have your comments in the following ways:

[postofficeviews.co.uk](https://postofficeviews.co.uk)

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

FREEPOST Your Comments

**(This is the full address to use.**

**No further address or name details are required)**

Call: 03452 66 01 15

Textphone: 03457 22 33 55

Post Office Ltd is committed to protecting your privacy. Information about how we do this can be found on our website at [postoffice.co.uk/privacy](https://postoffice.co.uk/privacy)

**Dates for local public consultation:**

Local Public Consultation starts	<b>4 July 2018</b>
Local Public Consultation ends	<b>15 August 2018</b>
Proposed month of change	<b>October 2018</b>

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This notification 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.

I've included information about the Principles of Community Engagement at the end of this letter and a full copy is available to view on our website. Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.

Thank you for considering our proposal. Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. At the end of the consultation we will write to anyone who has provided feedback to the consultation to respond to the main issues raised and to explain our final plans.

Yours faithfully



**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

<b>Camden High Street Post Office information sheet</b>				
	<b>Current location</b>		<b>Proposed new location</b>	
<b>Address</b>	114-120 Camden High Street Camden Town London NW1 0RR		124 Camden High Street Camden Town London NW1 0LU	
<b>Post Office Opening Hours</b>	Mon	09:00 – 18:00	Mon	09:00 – 18:00
	Tue	09:00 – 18:00	Tue	09:00 – 18:00
	Wed	09:00 – 18:00	Wed	09:00 – 18:00
	Thu	09:00 – 18:00	Thu	09:00 – 18:00
	Fri	09:00 – 18:00	Fri	09:00 – 18:00
	Sat	09:00 – 17:30	Sat	09:00 – 17:30
	Sun	Closed	Sun	12:00 – 16:00
<b>Products &amp; Services</b>	The same wide range of products and services would still be available, with the exception of the Biometric Enrolment Service for the Home Office, but DVLA services would still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission.			
<b>Serving positions</b>	There would be eight serving positions in total; two screened and six open plan. The total number of serving positions has been based on current and future predicted business levels.			
<b>Accessibility</b>	<p><b>Access and Facilities</b></p> <p>Access would be level with an automatic door at the entrance to the proposed premises. Low level serving counters, a low level writing desk and hearing loops would be available.</p> <p><b>Parking/Public Transport</b></p> <p>As the proposed premises are located close by the current branch, customers would be able to use the same local transport and parking facilities.</p>			
<b>Distance</b>	Approximately 20 metres away from the current branch, along level terrain.			
<b>Retail</b>	Cards and stationery			
<b>Local Public Consultation starts</b>	Wednesday 4 July 2018			
<b>Local Public Consultation ends</b>	Wednesday 15 August 2018			
<b>Proposed month of Change</b>	October 2018			

**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**

### **What are the Principles of Community Engagement?**

The Principles of Community Engagement are guidelines we follow. They explain how and when we will tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland it is the Consumer Council.

### **What kind of situations does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell?**

You and your locally elected representatives (such as MPs, local authorities or councils).

### **How will we tell you what's happening?**

If there's a change – like opening a new branch, a temporary closure or a change in opening times – we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office or permanently close one then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll issue a press release and the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control, but we'll try to keep you as up-to-date about what's happening as we can. We try to make sure you have four weeks' notice before anything happens and if we are going to re-open a temporarily closed branch in a new location or franchise a directly managed branch, in its existing site, we will ask for your feedback. If we're going to permanently relocate or close a Post Office there will be a 'consultation period' which lasts six weeks. This means that you have time to share your views with us.

### **It's easy to let us know what you think**

We want to hear what you and your representatives think about change. To make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us via our Consultation Hub or email, letter or phone.

### **How will you find out about the final plans?**

We'll let you know in as many ways as possible. There will be posters in branch or locally, letting customers know what's going on. We'll also write to local representatives and the information will be on our website. If you let us know what you think we'll make sure you know about our final plans either on our Consultation Hub or by writing to you, or in branch.

### **What can you do if you think we haven't followed the Principles of Community Engagement?**

If you don't think we've followed the Principles, please contact us and let us know why.

To have a look at the full Principles of Community Engagement, please see our website at [postofficeviews.co.uk](http://postofficeviews.co.uk)

