



Dear Customer

**Local public consultation – Decision**

**Chatterton Road Post Office  
Previously located at: 40 Chatterton Road, Bromley, BR2 9QE**

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. The previous branch closed on Thursday 15 February 2024 and the new branch opened at - Supershop Newsagent, 191 Southborough Lane, Bickley, BR2 8AR on Wednesday 1 May 2024 where it is now known as Southborough Lane Post Office.

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 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.

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://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.

Yours faithfully

*Jason Collins*

**Jason Collins  
Network Provision Manager  
Post Office Limited**

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

[postofficeviews.co.uk](https://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** Friday 16 February 2024

**Consultation ended** Friday 29 March 2024

#### **Consultation responses**

- 100 responses from customers

#### **Key issues raised**

- Distance & Public Transport
- Internal Access & Queuing
- Privacy
- Parking

#### **Response to issues raised**

##### **Distance & Public Transport**

The new premises are located approximately 0.8 miles from the previous branch. 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 along the route from the previous branch. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Southborough Lane. For those using public transport to get to the new branch, the nearest bus stop is approximately 65 metres from the new location.

##### **Internal Access & Queuing**

Internally the new branch is in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout 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.

The new Post Office is housed within a dedicated area of the store with one open plan counter position, as well as an additional Post Office service point located at the retail counter. This enables customers to carry out a range of Post Office products and services alongside retail transactions. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter. We will also work with the operator and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

## **Privacy**

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the postmaster to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers.

Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling. Open plan working also lends itself to more discreet conversations as customers don't have to raise their voice to be heard. Staff will be fully trained with staffing levels aligned to meet customer demand particularly at peak times.

## **Parking**

While we have considered some comments raised about parking in the area surrounding the new premises, it is fair to say that this is a problem 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 we can confirm that customers using their own transport, Off roads parking is available directly outside the new branch. We are therefore satisfied that there is adequate car parking in the area surrounding of the new branch to meet the needs of customers using the new Post Office.

## Appendix B

### Southborough Lane Post Office Summary Sheet

Supershop Newsagent, 191 Southborough Lane, Bickley, BR2 8AR

#### New opening hours

Mon - Sat	07:00 - 19:00
Sun	07:00 - 13:00

**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](http://www.postoffice.co.uk/branch-finder)

#### **Products & Services**

A similar range of products and services are available, however excluding a Comprehensive range of Travel Money, Passport Check & Send and On Demand Travel Money.

#### **Serving positions**

There are two serving positions in total: one open plan and a Post Office serving point at the retail counter.

#### **Access**

The new premises has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

#### **Getting there**

The new branch is located approximately 0.8 miles away from the previous branch, along mostly level terrain.

Off road parking is available directly outside the new branch. Public transport is available to and from the surrounding areas. The nearest bus stop is approximately 65 metres away from the new branch.

#### **Retail**

Convenience store.

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## 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](https://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 branch<sup>5</sup>
- 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-week<sup>6</sup> 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 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, Consumer 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**  
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<sup>5</sup> 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.

<sup>6</sup> 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.