



Dear Customer,

Local public consultation – Decision

**Chiswick Post Office
1 Heathfield Terrace, London, W4 4JF**

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 Robert Dyas at 326 Chiswick High Road, London, W4 5TA.

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.

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.

Yours faithfully,

Jason Collins

**Jason Collins
Divisional Retail 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 22 May 2026

Consultation ended 03 July 2026

Consultation responses

- 249 responses from customers and local representatives
- 2 Online Petitions

Key issues raised

- Internal Space
- Range of products and services
- Accessibility
- Parking
- Staffing
- Online petitions

Response to issues raised

Internal Space

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 obstruction. Adequate room will be provided for customers and a wheelchair to move around without difficulty.

Range of products and services

Since the proposal of this relocation, the products and services that will be available at the new location have been revised to include Passport Check & Send, Document Certification Service and Evri Drop Off and Collections services. This reflects our commitment to Chiswick customers concerning essential products and services offered going forward. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counters of the new branch.

Accessibility

There will be directional signage from the entrance door through to the new Post Office area on the ground floor. To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions.

The Post Office will benefit from excellent connectivity, with regular public transport services available nearby. The site is also well served by pedestrian infrastructure, including controlled crossing points located a short distance on either side of the premises. These crossings are equipped with traffic lights and dropped kerbs, providing safe, convenient, and accessible routes for pedestrians travelling to and from the branch.

Parking

Parking and the availability of parking spaces 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 Pay & Display parking is available on Dolman Road with designated disabled bays available. There are also limited time restricted parking spaces on Clifford Gardens Road and Chiswick Common Road Pay & Display car park is located approximately 400 meters from the Robert Dyas store.

Staffing

Staff at the new branch will be fully trained in Post Office transactions and staffing levels will be reviewed and carefully aligned to meet customer demand. Staff will receive on-going training on products and services, as well as general operational and service-related matters.

Online petitions

We would like to thank everyone involved in the petitions raised concerning the restoration of Post Office service to the local community. Concerns were also raised within the consultation feedback regarding the relocation of the Post Office within a retail premises, with some respondents expressing a preference for a dedicated standalone Post Office branch. The Post Office network is already successfully operated on a franchise basis by carefully selected retail partners and the relocation of Chiswick Post Office alongside a complementary retail environment presents the best opportunity for reopening the branch for the longer term.

Appendix B

Chiswick Post Office Information Summary

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

New Location																	
Robert Dyas, 326 Chiswick High Road, London, W4 5TA																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 18:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 18:00	Sunday	Closed
New opening times																	
Monday	09:00 – 18:00																
Tuesday	09:00 – 18:00																
Wednesday	09:00 – 18:00																
Thursday	09:00 – 18:00																
Friday	09:00 – 18:00																
Saturday	09:00 – 18:00																
Sunday	Closed																
Products and services																	
Similar products and services will continue to be available however excluding Vehicle Tax.																	
Serving positions																	
There will be three open plan serving positions in total.																	
Access																	
Access will be level at the entrance to the new premises. Internally, there will be a low level writing desk, a low level serving counter and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 120 metres away from the current branch, along mostly level terrain. Pay & Display parking is available in the surrounding area as detailed above. There are local bus routes serving the surrounding area. Information on public transport routes and timetables can be accessed at www.tfl.gov.uk																	
Store retail available	Household & Convenience store																

The latest available branch information, including possible alternative 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 postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	Current Branch	New Branch
<u>Everyday Personal & Business Banking</u>		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
<u>Mails</u>		
Drop & Go	✓	✓
Parcelforce Express 48 Large	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
Evri - Buy in branch	✓	✓
Evri - Drop off and collections	✓	✓
<u>Pay Bills & Top Up</u>		
Pay Bills and Top up	✓	✓
<u>Passport Applications</u>		
Paper Check & Send - New & Renewals	✓	✓
<u>Identity Services</u>		
Document Certification Service	✓	✓
<u>Driving</u>		
DVLA Photocard Renewal	✓	✗
<u>Travel</u>		
Foreign Currency	✓	✓
Travel Insurance	✓	✓
Travel Money Card	✓	✓
<u>Your Finances</u>		
Western Union	✓	✗

✗ Services not available at the new branch are available at

[Shepherds Bush](#) Post Office:

Open hours: Mon - Fri 10:00 – 19:00

Sat 10:00 – 18:00

Sun 12:00 – 16:00

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.