



Dear Customer

Local public consultation – Decision

**Clapham Common Post Office
161 - 163 Clapham High Street, London, SW4 7ST**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided to proceed with our plans to permanently close Clapham Common Post Office.

As referenced in our consultation proposal, we are currently advertising the opportunity and will consider applications to run either a new local or mains branch service in the immediate area of the Clapham Common branch location. This will also help address some customer concerns raised in consultation feedback, particularly our more vulnerable customers who rely on a Post Office in this vicinity and may find it challenging to travel to one of the many alternative branches. It is important that any future service be fit for purpose, in the right place for customers and be commercially sustainable for the person operating the service, and for Post Office Limited. As detailed in our consultation proposal, we remain confident there will be adequate service provision in the area once Clapham Common Post Office branch closes, but we also recognise the importance of Post Office services to the local area.

We would welcome any applications from potential retail partners interested in running a branch locally on our behalf. The vacancy is currently being advertised on our website runapostoffice.co.uk and applications will be carefully considered. If you are aware of any interested parties, please do share the link with them. Any new service would be subject to Post Office receiving an application and completing its application process successfully and it is unlikely that this would be before Clapham Common branch needs to close.

I would like to thank everyone who took the time to send their comments to us. 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 key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

The branch will close on Wednesday 6 March 2024 at 17:30 and we will provide information on the closure in branch to help notify customers and inform them of nearby branches.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website, you will be asked to enter the code for this branch: **005008**

Posters will now be displayed in branch to let customers know about this decision.

Yours faithfully

Martin Edwards

**Martin Edwards
Network Strategy & Delivery Director
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 15 November 2023

Consultation ended 27 December 2023

Consultation responses

- 1448 responses from customers and local representatives

Key issues raised

- Rational for the move
- Getting to the alternative branches and access inside
- Range of products and services

Response to issues raised

Rationale for the closure

Post Office Limited originally sold the leasehold title with an annual lease break option which Post Office Limited has decided to exercise. Post Office Limited continues to work towards a fully franchised network, and it has taken this opportunity to carefully review service provision in the area and is confident that there is sufficient capacity to meet customer demand locally. The landlord would require Post Office to exit the premises by end of March and we will therefore need to close the Clapham Common branch early to mid-March to vacate the premises.

Getting to the alternatives and access inside

With any closure it's inevitable that whilst some customers will have an easier journey to the alternative locations, regrettably others will have further to travel. All the alternative branches are well served by public transport. For customers using their own transport, we are satisfied that there are pay and display parking near to the alternative branches with dedicated disabled parking facilities near to Balham Post Office.

Access both into and within the alternative branches will meet Post Office Limited own accessibility standards and all applicable legislation. Access is level at the alternative branches except for Balham Hill which has a slight incline at the entrance. We will ensure there is sufficient space for Post Office customers, including wheelchair users. We've worked closely with postmasters at the surrounding branches to plan their interior store layouts, to optimise space within their stores so that access into and inside the branches is kept clear and free of obstacles. Additionally, we will continue to work with the postmasters to make sure that they are ready to meet the additional footfall and maintain the high quality of service our customers are used to. We will monitor waiting times and usage at the alternative branches to ensure customer needs are met.

Range of Products & Services

We are confident that the alternative branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services. 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 counter. The same products and services are available at Balham Post Office approximately 0.8 miles away and Brixton Post Office 1.0 mile away from Clapham Common Post Office. Further details of the products and services the alternative branches offer is provided on the enclosed information sheet.

Alternative branches

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

Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Balham Hill Post Office

Westbury Parade
London
SW12 9DZ

Services

A range of products and services will be available. Please see service list for further details.

Access

This branch has a wide door and a slight incline at the entrance. A pin pad and hearing loop will be available.

Opening times

Mon - Fri	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

Approximately 0.8 miles from Clapham Common Post Office branch, along varied terrain. Pay and display parking is available nearby on Hazelbourne Road. Public transport is available to and from the surrounding areas.

Cedars Post Office

41 Queenstown Road
London
SW8 3RE

Services

A range of products and services will be available. Please see service list for further details.

Access

This branch has wide automatic doors and level access at the entrance. A low-level pin pad and hearing loop will be available.

Opening times

Mon - Fri	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Getting there

Approximately 1.0 mile from Clapham Common Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

Alfriston Road Post Office

99 Alfriston Road
London
SW11 6NP

Services

A range of products and services will be available. Please see service list for further details.

Access

This branch has a wide door and level access at the entrance. A low-level pin pad and hearing loop will be available.

Opening times

Mon - Fri	09:00 – 13:00 14:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Getting there

Approximately 1.1 miles from Clapham Common Post Office branch, along varied terrain. Pay and display parking is available nearby. Public transport is available to and from the surrounding areas.

Balham Post Office

90-92 Balham High Road
London
SW12 9AF

Services

A range of products and services will be available. Please see service list for further details.

Access

This branch has a wide door and level access at the entrance. A low-level writing desk, low-level pin pad and hearing loop will be available.

Opening times

Mon - Fri	09:00 – 18:00
Saturday	09:00 – 15:00
Sunday	Closed

Getting there

Approximately 1.3 miles from Clapham Common Post Office branch, along varied terrain. Pay and display parking is available nearby on Ormeley Road with dedicated disabled parking. Public transport is available to and from the surrounding areas.

Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	Clapham Common	Balham Hill	Cedars	Alfriston Road	Balham
Mail					
First & Second Class mail	✓	✓	✓	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓	✓	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓	✓	✓	✓
Signed For	✓	✓	✓	✓	✓
Special Delivery	✓	✓	✓	✓	✓
Home shopping returns	✓	✓	✓	✓	✓
Inland small, medium & large parcels	✓	✓	✓	✓	✓
Parcelforce Express Service	✓	✓	✓	✓	✓
British Forces Mail (BFPO)	✓	✓	✓	✓	✓
International letters (incl. Tracked & Signed)	✓	✓	✓	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓	✓	✓	✓
Parcelforce Worldwide International parcels	✓	✓	✓	✓	✓
Articles for the blind (inland & international)	✓	✓	✓	✓	✓
Royal Mail redirection service	✓	✓	✓	✓	✓
Local Collect	✓	✓	✓	✓	✓
Drop & Go	✓	✓	✓	✓	✓
Withdrawals, deposits and payments					
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓	✓
MoneyGram	✓	✓	✓	✓	✓
Change giving	✓	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓	✓
Driving					
Vehicle Tax	✓	✗	✓	✗	✓
Driving licence renewals	✓	✗	✗	✗	✓
International Driving Permits	✓	✗	✓	✗	✓
Licences					
Document Certification Service	✓	✗	✓	✗	✓
Travel					
Pre-order travel money	✓	✓	✓	✓	✓
On demand travel money	✓	Euros	✓	Euros	✓
Travel insurance referral	✓	✓	✓	✓	✓
On demand travel insurance	✓	✗	✓	✗	✓
Passport Check & Send	✓	✗	✓	✗	✓
Other					
Mobile Top-ups & E vouchers	✓	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✓	✗	✗
Payment by cheque	✓	✓	✓	✓	✓

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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](https://postofficeviews.co.uk)

Call: 03452 66 01 15

Comments@postoffice.co.uk

Textphone: 03457 22 33 55

FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 3 and 4 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.