



Dear Customer

### **Local public consultation – Decision**

**South Woodford Post Office  
139 George Lane, South Woodford, London, E18 1AL**

I am writing to confirm that, as the landlord has given us notice to vacate the premises and after careful consideration of the feedback received, we have decided to proceed with our decision to permanently close South Woodford Post Office as a Directly Managed branch.

We recognise the importance of Post Office services to the area which is why we are committed to re-establishing a permanent Mains branch service as soon as possible. However, commercial challenges and the changing shape of the high street and customer habits mean re-establishing a like-for-like replacement is not necessarily the best solution. It is important that any replacement Post Office service be fit for purpose, commercially sustainable and in the right place for customers.

Since the consultation ended, Post Office representatives have engaged with Redbridge Council and in the local area. Whilst we continue to seek a permanent solution, we are also working hard to open a temporary service in South Woodford as a more suitable alternative in terms of distance and travel, than the remaining branches in the surrounding area.

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 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.

Posters will now be displayed in branch to let customers know about this decision. The branch will close on 28 April 2021 at 16:30.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you will be asked to enter the code for this branch: **031002**.

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

Yours sincerely

**Steve Blampied  
Head of Directly Managed Branch Network  
Post Office Limited**

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

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## **Appendix A – Response to Local Public Consultation**

**Consultation started** 28 January 2021

**Consultation ended** 11 March 2021

### **Consultation responses**

- 694 responses from customers and local representatives
- Petition

### **Meetings**

Post Office representatives met with Iain Duncan Smith MP on 22 February 2021 and local key stakeholders including Redbridge Council on 26 February 2021 and 22 March 2021

### **Key issues raised**

- Getting to alternative branches and access inside
- Transport and Parking
- Staffing
- Consultation Process

### **Getting to alternative branches and access inside**

We are committed to re-establishing services as soon as possible. In the meantime, all alternative branches in the area are well served by public transport. For customers using their own transport, we are satisfied that the provision of parking at each alternative branch will meet customer demand.

Access both into and within the alternative branches will meet Post Office Ltd's own accessibility standards and all applicable legislation. There is level access at the entrance of the alternative branches. We will make sure there is enough space for Post Office customers, including wheelchair users, to move around all the branches particularly the entrance areas and shopping aisles will be kept free of obstructions.

We are working closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. To ensure customer needs are met, we will monitor usage at the alternative branches.

### **Transport & Parking**

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. In terms of parking, there are pay and display roadside parking facilities in the immediate vicinity of the alternative branches.

### **Staffing**

In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Staff at the alternative branches are 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.

### **Consultation Process**

We are satisfied that the consultation process has been conducted in line with the guidelines contained within the Principles of Community Engagement which requires us to inform customers and local representatives of our plans and to seek feedback on those plans.

## **Alternative branches**

**During the Coronavirus pandemic the branch 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) Information on public transport routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)**

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### **Wanstead Post Office**

75-77 Wanstead High Street  
London  
E11 2AE

#### **Opening times**

Mon - Sat	08:45 – 17:30
Sunday	Closed

#### **Services**

A wide range of products and services will be available, including an external cash machine.

#### **Access**

Access is level with a double automatic door at the entrance to the premises. Low level serving counter, a low-level writing desk and hearing loops will be available.

#### **Getting there**

Approximately 1.2 miles from South Woodford Post Office branch, along varied terrain. Time restricted pay and display roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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### **Woodford Green Post Office**

471 High Road  
Woodford Green  
IG8 0XE

#### **Opening times**

Mon - Sat	08:30 – 19:00
Sunday	Closed

#### **Services**

A wide range of products and services will be available, excluding Travel insurance on Demand.

#### **Access**

Access at the door is level with an internal ramp with handrail at the entrance. Low level serving counters and hearing loops will be available.

#### **Getting there**

Approximately 1.3 miles from South Woodford Post Office branch, along varied terrain. Time restricted pay and display roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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### **Hale End Post Office**

481 Hale End Road  
London  
E4 9PT

#### **Opening times**

Mon - Sat	10:00 – 17:30
Sunday	Closed

#### **Services**

A wide range of products and services will be available, including an external cash machine.

#### **Access**

Access is level at the entrance to the premises. Low level serving counters and hearing loops will be available.

#### **Getting there**

Approximately 1.7 miles from South Woodford Post Office branch, along varied terrain. Time restricted pay and display roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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### **The Broadway Post Office**

26 The Broadway  
Woodford Green  
IG8 0HQ

#### **Opening times**

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

#### **Services**

A wide range of products and services will be available.

#### **Access**

Access is level at the entrance to the premises. Low level pin pad and hearing loops will be available.

#### **Getting there**

Approximately 1.5 miles from South Woodford Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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**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.**

## Post Office services available

**For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator.**

	South Woodford	Wanstead	Woodford Green	The Broadway
<b>Mail</b>				
First & Second Class mail	✓	✓	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓	✓	✓
Signed For	✓	✓	✓	✓
Special Delivery	✓	✓	✓	✓
Home shopping returns	✓	✓	✓	✓
Inland small, medium & large parcels	✓	✓	✓	✓
Express & contract parcels	✓	✓	✓	✓
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	✓	✓	✓	✓
<b>Withdrawals, deposits and payments</b>				
Post Office Card Account	✓	✓	✓	✓
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	✓	✓	✓	✓
<b>Driving</b>				
Car tax	✓	✓	✓	✗
Driving licence renewals	✓	✓	✗	✗
International Driving Permits		✓	✓	✗
<b>Licences</b>				
Rod fishing licences	✓	✓	✓	✓
Document Certification Service	✓	✓	✓	✓
<b>Travel</b>				
Pre-order travel money	✓	✓	✓	✓
On demand travel money	✓	✓	✓	<b>Euros only</b>
Travel insurance referral	✓	✓	✓	✓
On demand travel insurance	✓	✓	✗	✗
Passport Check & Send	✓	✓	✓	✗
<b>Other</b>				
Mobile Top-ups & E vouchers	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✓	✗
<b>Payment by cheque</b>	✓	✓	✓	✓

Products marked ✗ are available at **Hale End Post Office**.

## **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](http://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>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, Citizens Advice 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, Citizens Advice 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    Comments@postoffice.co.uk**

**Comments Call: 03452 66 01 15**

**55**

**FREEPOST Your**

**Textphone: 03457 22 33**

<sup>1</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>2</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.

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

<sup>4</sup> 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.