



Dear Customer

**Local public consultation - Have your say**

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

We're writing to let you know about some changes to service provision in your area which mean, regrettably, we will be closing South Woodford Directly Managed branch.

**Why is this branch closing?**

The landlord has given us notice to vacate the premises and we have taken the opportunity to review service provision in the area. We are committed to re-establishing services locally and we will continue to monitor overall service provision in the area whilst looking for opportunities to provide additional access to Post Office services. We apologise for the inconvenience this unavoidable closure will cause.

**We'd like your help**

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. Wanstead Post Office is located approximately 1.2 miles away from South Woodford Post Office and a further three branches, Woodford Green Post Office, The Broadway Post Office and Hale End Post Office all within 2 miles. The information sheet in this leaflet provides more details about the alternative branches and the range of products that will be available. Your feedback is important to us as it will help to inform our decision.

**What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **How easy is it to get to the alternative branches?**
- **Are the alternative branches easy for you to get into and are they easily accessible inside?**
- **If there are any local community issues you think we should know about that might be affected by the change?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect the change.

Local Public Consultation starts	<b>28 January 2021</b>
Local Public Consultation ends	<b>11 March 2021</b>
Proposed month of closure	<b>April 2021</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **031002**

**How to get in touch:**

**Consultation Hub ([postofficeviews.co.uk](http://postofficeviews.co.uk))**

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments - Please note this is the full address to use and no further address details are required. Items sent by Freepost take 2 working days-please allow enough time for responses to be received.

**Want to tell us what you think right here and now? Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



**Good to know**

- We continue to look for a long-term solution and will consider all options for providing Post Office services in the South Woodford area. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. This could include reopening a branch in new premises operated by a retail partner or opening several smaller branches in the area, providing customers with greater convenience and longer opening hours. When doing this, it is important that any new service introduced is sustainable both now and in the long-term. Any future changes to service provision would be handled in line with our Principles of Community Engagement.
- The alternative branches offer a wide range of Post Office products and services and, due to the overall extended opening hours, provide continued good access to our 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 counters of these branches.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation 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. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community. If you would like a supply of posters, please let us know.

Thank you for considering our proposal.

Yours faithfully



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

## Alternative branches

**During the Coronavirus pandemic some branches may need to make changes to their 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

#### **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.

### **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.

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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

#### **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.

### **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.

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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

#### **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.

### **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.

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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

#### **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.

### **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.

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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	✓	✓	✓	x
Driving licence renewals	✓	✓	x	x
International Driving Permits		✓	✓	x
<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	✓	✓	x	x
Passport Check & Send	✓	✓	✓	x
<b>Other</b>				
Mobile Top-ups & E vouchers	✓	✓	✓	✓
National Lottery Terminal	x	✓	✓	x
<b>Payment by cheque</b>	✓	✓	✓	✓

Products marked x 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](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>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    FREEPOST Your Comments**  
**Call: 03452 66 01 15    Textphone: 03457 22 33 55**

<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