Dear Customer

Local public consultation – Have your say

Dagenham Post Office
279 Wood Lane, Dagenham, RM8 3NH

We are proposing to move the above Post Office branch to a new location - Smart Fix, 271 Wood Lane, RM8 3NH, where it would continue to operate as one of our main style branches, subject to consultation

Why are we proposing this move?
As you may be aware, our Postmasters operate Post Office branches alongside their own retail businesses. It is therefore essential that they utilise their resources efficiently to ensure the long-term sustainability of both their business and the Post Office services they provide. In this instance, the Postmaster's lease at the current premises is due to expire. Therefore, the Postmaster has taken this opportunity to relocate the branch to a nearby alternative site.

The proposed premises would be refurbished to incorporate a phone store alongside Dagenham Post Office. The postmaster believes this move would help secure long term access to Post Office services for the local community while strengthening the sustainability of the business. The relocation would enable the continued provision of essential Post Office services in the area, while enhancing the overall viability and resilience of the branch for the future.

We'd like your help
We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the services and proposed accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?
We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the proposed premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office branch move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Local Public Consultation starts	**Tuesday 10 November 2026**
Local Public Consultation ends	**Tuesday 22 December 2026**
Proposed month of change	**January 2027**

You can share your views on the proposed change through our easy and convenient online questionnaire via 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 **081026**

How to share your views:

Consultation Hub (postofficeviews.co.uk)
comments@postoffice.co.uk
Call: 03452 66 01 15
Textphone: 03457 22 33 55
FREEPOST Your Comments – N.B. This is the full postal address. 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.

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Good to know

- Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail. Currently the proposed premise has a wide door and a step at the entrance and to improve accessibility for customers, the postmaster, subject to planning permission, would install a permanent ramp. If planning is not granted an internal ramp would be installed with a grab rail at the entrance, ensuring customers can access the branch safely and more easily.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with one screened serving position.
- There would be a low-screened, modern Post Office till at the retail counter offering most Post Office products and services so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service related matters.
- 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.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer advocacy bodies. 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 through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Dagenham Post Office branch. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

Jason Collins

Jason Collins
Divisional Retail Change Manager
Post Office Limited

Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. To learn more ***click here*****.**

Dagenham Post Office Information Summary

There are times our 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

Current Location	Proposed New Location
279 Wood Lane, Dagenham, RM8 3NH	Smart Fix, 271 Wood Lane, RM8 3NH

Current opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed

Proposed opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 17:30
Sunday	Closed

Services available

The same products and services would still be available.

Serving positions

There would be two serving positions in total; one screened and a Post Office serving point at the retail counter.

Access

The proposed premises currently has a wide door and a step at the entrance. To improve accessibility for customers the postmaster, subject to planning permission, would install a permanent ramp. Alternatively, an internal ramp would be installed with a grab rail at the entrance.

Internally, there would be a hearing loop and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 25 metres away from the current branch, along mostly level terrain. Roadside parking would be available nearby the proposed premisses.

Store retail available	Phone Shop.

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

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 branch[5]
- 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[6] 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
Comments@postoffice.co.uk
FREEPOST Your Comments

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[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.