



Dear Customer

Danebury Avenue Post Office®
Previously located at: 31a Danebury Avenue, London, SW15 4DG

Local public consultation

We have moved the above Post Office branch to a new location – Premier Store, 53-57 Danebury Avenue, London, SW15 4DQ.

Why are we moving?

Due to regeneration plans for the area the previous premises were no longer available for Post Office use and the previous branch therefore closed on Wednesday 13 November 2019 at 17:30. To avoid break in Post Office service provision we relocated the branch to the new premises on Thursday 14 November 2019 at 13:00. We apologise for not being able to allow more time for you to consider this change, however we are sure you can understand that due to the large scale of these redevelopment plans it is not always possible to know exact timescales.

Your new Post Office branch

Customers are accessing Post Office services in a modern, open-plan environment alongside the operator's retail. Working with the postmaster, we adapted the store layout, fixtures and fittings to accommodate the Post Office. It is in a dedicated area of the store with two screened positions. The full range of Post Office products and services are available. We also added a low-screened, modern Post Office till at the retail counter offering most Post Office products and services. Customer satisfaction with these style of branches stands at 95 per cent.

Consulting on the new location

Whilst we already relocated the branch, we would still like your views on access at the new location. Therefore we're continuing the local public consultation and would like to hear your views, particularly around the following questions:

- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- Is there anything we could do to make it easier for customers?

An information sheet is enclosed that provides more details about your new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 072001.

postofficeviews.co.uk

If you're 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, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local area. If you would like a supply of these posters please let us know.

Dates for local public consultation:

Local Public Consultation starts	8 November 2019
Local Public Consultation ends	3 January 2020

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process 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. A copy is available at the end of this letter.

At the end of the consultation we will display a poster in the new branch informing about the main issues of the feedback received or if you are a local representative I'll be in touch again.

Yours faithfully

Jason Collins

Jason Collins
Change Area Manager
Retail Operations

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03457 22 33 44

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

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.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

Danebury Avenue Post Office information sheet						
	Previous Post Office location			New Post Office location		
Address	31a Danebury Avenue London SW15 4DG			Daneburys Convenience Store 53-57 Danebury Avenue London SW15 4DQ		
Post Office opening hours	Mon	09:00 – 18:00		Mon	09:00 – 18:00	
	Tue	09:00 – 18:00		Tue	09:00 – 18:00	
	Wed	09:00 – 18:00		Wed	09:00 – 18:00	
	Thu	09:00 – 18:00		Thu	09:00 – 18:00	
	Fri	09:00 – 18:00		Fri	09:00 – 18:00	
	Sat	09:00 – 14:00		Sat	09:00 – 14:00	
	Sun	Closed		Sun	Closed	
	Opening times of Post Office Service at retail counter	Mon - Sat		07:00 – 18:00		
Sat		08:00 – 14:00				
Sun		Closed				
Distance	Approximately 80 metres away from the previous branch, along varied terrain.					
Products & Services	The same wide range of products and services are available The previous branch had two external Post Office branded cash machines and one of them has been moved to the new site.					
Serving positions	There are 2 screened serving positions, with a Post Office serving point provided for use at the retail counter.					
Accessibility	Access and facilities The new premises has a wide automatic door and a level access at the entrance. Internally there is a Hearing Loop and space for the wheelchair.					
	Parking There is roadside parking directly outside the new premises.					
Retail	Convenience store					
Local Public Consultation starts	8 November 2019					
Local Public Consultation ends	3 January 2020					

To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.

Principles of Community Engagement on changes to the Post Office network

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, 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.

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¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² 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.

³ 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 2 and 3 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.

⁴ 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.

⁵ 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.