



Dear Customer,

Local public consultation - Have your say

**Eccleston Street Post Office
6 Eccleston Street, London, SW1W 9LS**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided not to directly replace Eccleston Street Directly Managed branch when it closes.

We are currently advertising the opportunity to run a local branch service in the immediate area of the closing branch, and a potential applicant has shown an interest in running a Post Office in the local area. Whilst this is in the very early stages, we will share more information should this progress further. This opportunity will also help address concerns raised in consultation feedback from some customers who rely on a Post Office branch in the vicinity of the Eccleston Street Post Office location. 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 Eccleston Street Post Office branch closes.

Post Office recognise the importance of its services to the local area particularly for our more vulnerable customers, and to address concerns of customers who may find it challenging to use some of the alternative branches we have additionally advertised the opportunity to run a local branch in the nearby Ebury Bridge Road area. We continue to welcome any applications from potential retail partners interested in running a branch locally on our behalf. These vacancies are currently being advertised on our website runapostoffice.co.uk and all applications will be thoroughly considered. If you are aware of any interested parties, please do share the link with them.

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 28 August 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: **002011**

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

Yours faithfully

Martin Edwards

Martin Edwards
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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 1 May 2024

Consultation ended 12 June 2024

Consultation responses

- 565 responses from customers and local representatives

Key issues raised

- Parking
- Getting to the alternatives and access inside
- Staffing and Customer Service
- Range of Products & Services

Response to issues raised

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and has confirmed that time restricted pay by phone roadside parking is available nearby the alternative branches. and designated disabled bays are available at Vauxhall Bridge Road Post Office, Lupus Street Post Office, and Knightsbridge Post Office.

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 Vauxhall Bridge, Lupus Street and Knightsbridge Post Office.

Access both into and within the alternative branches will meet Post Office Limited own accessibility standards and all applicable legislation. We will engage with the postmaster of Sussex Street Post Office branch about the possibility of improving access at the entrance including what reasonable works could be undertaken to achieve level or access via a portable ramp with bell and signage on how customers can obtain assistance. We will also engage with the postmaster at Tachbrook Road on the possibility of installing an electric door.

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 surrounding 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. Our Area Managers will monitor the quality of service and usage at the alternative branches and also ensure all alternatives branches maintain a compliant route to the Post Office serving points.

Staffing and Customer Service

In respect of the team that work at Eccleston Street branch, we have a strong track record of supporting our people through change and will ensure we do all 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. Postmasters who operate branches on our behalf must ensure adequate staff availability as part of their agreement with Post Office Limited. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

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 Broadway and Knights Bridge Post Office, approximately 1 mile away from Eccleston Street 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

Vauxhall Bridge Road Post Office		Services
167 Vauxhall Bridge Road London SW1V 2ST		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon, Wed, Thu & Fri	09:00 – 17:30	This branch has a wide door and a ramp with a handrail at the entrance. A low-level pin pad and low-level writing desk will be available.
Tue	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 0.5 miles from Eccleston Street Post Office branch, along varied terrain. There is a dedicated disabled parking bay on Warwick Way 120 meters away and pay by phone roadside parking is available in the surrounding side streets. Public transport is available to and from the surrounding areas.		

Sussex Street Post Office		Services
18 Sussex Street London SW1V 4RW		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon - Sun	08:00 -21:00	This branch has a wide door and a step at the entrance; low level pin pad and a hearing loop will be available.
Getting there		
Approximately 0.6 miles from Eccleston Street Post Office branch, along varied terrain. Time restricted pay by phone parking is available nearby. Public transport is available to and from the surrounding areas.		

Lupus Street Post Office		Services
121-125 Lupus Street London SW1V 3EW		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon, Wed, Thu & Fri	09:00 – 17:30	There is a slight incline at the entrance to the premises. A low-level writing desk and low-level pin pad will be available.
Tue	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 0.7 miles from Eccleston Street Post Office branch, along varied terrain. Time restricted pay by phone roadside parking is available near to the branch with a dedicated disabled parking bay. Public transport is available to and from the surrounding areas.		

Alternative branches (continued)

Broadway Post Office		Services
1 Broadway London SW1H 0AX		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon, Wed, Thu & Fri	09:00 – 18:00	This branch has a wide door and steps with handrails at the entrance to the premises. A low-level writing desk, low-level pin pad and hearing loop will be available.
Tue	09:30 – 18:00	
Sat & Sun	Closed	
Getting there		
Approximately 0.8 miles from Eccleston Street 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.		

Knightsbridge Post Office		Services
6 Raphael Street London SW7 1DL		A core range of products and services will be available. Please see service list for further details.
Opening times		Access
Mon, Wed, Thu & Fri	09:00 – 17:30	This branch has a wide automatic door and level access at the entrance to the premises. A low-level serving counter, low-level writing desk, low-level pin pad and hearing loops will be available.
Tue	09:30 – 17:30	
Sat	09:00 – 12:30	
Sun	Closed	
Getting there		
Approximately 1 mile from Eccleston Street Post Office branch, along varied terrain. Time restricted disabled parking is available opposite the branch and pay and display roadside parking is available nearby. Public transport is available to and from the surrounding areas.		

Products and Services	Eccleston Street	Alternative Branches				
		Vauxhall Bridge Road	Sussex Street	Lupus Street	Broadway	Knightsbridge
Everyday Personal & Business Banking						
Cash Withdrawals	✓	✓	✓	✓	✓	✓
Cash Deposits	✓	✓	✓	✓	✓	✓
Cheque Deposits	✓	✓	✓	✓	✓	✓
Mails						
Drop & Go	✓	✓	✓	✓	✓	✓
Parcelforce Express Services	✓	✓	✓	✓	✓	✓
DPD - Buy in branch	✓	✓	x	✓	✓	✓
DPD - Drop off & Collections	✓	✓	x	✓	✓	✓
Post & Go	✓	x	x	x	✓	✓
Pay Bills & Top Up						
Pay Bills & Top-up	✓	✓	✓	✓	✓	✓
Passport Applications						
Paper Check & Send - New & Renewals	✓	✓	x	✓	✓	✓
Identity Services						
Document Certification	✓	✓	x	✓	✓	✓
Driving						
Vehicle Tax	✓	✓	x	✓	✓	✓
Travel						
Foreign Currency	✓	✓	Euros	Euros	✓	✓
Travel Insurance	✓	✓	x	✓	✓	✓
Travel Money Card	✓	✓	✓	✓	✓	✓
Your Finances						
MoneyGram®	✓	✓	✓	✓	✓	✓
Western Union	✓	✓	x	✓	✓	✓
Savings Application Forms	✓	✓	x	✓	✓	✓
Savings Account ID Verification (free)	✓	✓	x	✓	✓	✓

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 branch⁵
- 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-week⁶ 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.

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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.