



Dear Customer,

Local public consultation - Have your say

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

We're writing to let you know about proposed changes to service provision in your area as a result of our plans to close Eccleston Street Directly Managed branch.

Why are we proposing this closure?

We regularly review the network to analyse how customers use and access Post Office products and services in their local community. This helps us achieve our aim to have the right branch, in the right location to maximise customers' access to the Post Office services they require. We operate in a challenging economic climate and Post Office must ensure its resources benefit the maximum number of customers across the country and that the network remains sustainable.

Our lease on the premises expires in September 2024. As we must vacate the premises in September, we have taken the opportunity to review Post Office services in the local area. We believe there is enough provision of Post Office services to meet the needs of customers in the local area who currently use the Eccleston Street branch, without the need for a direct replacement of this branch. The existing provision, in addition to our plans to advertise the opportunity to operate one of our Local style branches in the area, will provide Eccleston Street branch customers with the access to the Post Office products and services they need. Additionally, as part of our continual review of provision across the network, we will monitor customer usage in the local area and provide additional services in future, if required.

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. Vauxhall Bridge Road Post Office is located approximately 0.5 miles away from Eccleston Street Post Office and a further six branches, Sussex Street Post Office, Lupus Street Post Office, Knightsbridge Post Office, Broadway Post Office, Tachbrook Street (103) Post Office, and Chelsea Royal Hospital Post Office all within 1 mile. The information sheet in this leaflet provides more details about some of 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	01 May 2024
Local Public Consultation ends	12 June 2024
Proposed Month of closure	August 2024

You can share your views on the 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 **002011**

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.



Good to know

- 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.
- We will engage with the postmaster of Sussex Street Post Office branch about the possibility of improving access at the entrance by installing a bell and signage on how to attract attention to use a portable ramp.
- 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.
- We would welcome any applications from potential retail partners interested in running a local style Post Office branch in the area on our behalf. The vacancy will be advertised on our website www.runapostoffice.co.uk and all applications will be fully considered. If you are aware of any interested parties, please do share the link with them.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- 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, Consumer 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 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 what is happening to Eccleston Street Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our proposal.

Yours sincerely

Martin Edwards

Martin Edwards

Network Strategy & Delivery Director

Post Office Limited

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.

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
Information on public transport routes and timetables can be accessed at www.tfl.gov.uk

Vauxhall Bridge Road Post Office		Services
167 Vauxhall Bridge Road London SW1V 2ST		A 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 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 range of products and services will be available, including an external cash machine. 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	The same 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	The same 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 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, Consumer 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

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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.