



Dear Customer

Esh Winning Post Office®
1 Station Avenue, Esh Winning, DH7 9HW

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Nisa Local at 2-4 Station View, Esh Winning, DH7 9HR, where it will change to one of our new local style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. 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 feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Tuesday 27 November 2018, with the new branch opening, at Nisa Local, 2-4 Station View, at 13:00 on Wednesday 28 November 2018. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

This information is also available on the Post Office Consultation Hub at:
postofficeviews.co.uk

Yours faithfully

Ian Murphy

Ian Murphy
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 28 June 2018
Consultation ended 9 August 2018

Consultation responses

- 22 responses from customers and local representatives

Key issues raised

- Parking
- Space

Response to issues raised

Parking

With regards to parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited, however I have reviewed this further. This has confirmed that parking is available outside the branch. While I remain satisfied that following the move, parking will meet the requirements of customers using the Post Office, I can confirm that the new operator will approach the local authority to investigate if a dedicated disabled parking bay and a pedestrian walkway could be provided to reduce any difficulties for our customers.

Space

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer. We will be working closely with the operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

Staff will be fully trained in Post Office transactions and staffing levels will be aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer confidentiality. We discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there will be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a very small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the vast majority of Post Office products and services will continue to be available following the change, including the facility to collect undeliverable items of mail.

The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week. This means that customers can spread their visits and access our services seven days a week and at times that suit them better, which also helps to reduce waiting times and relieve any potential congestion. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

I have carefully considered our original proposal, the feedback received during the public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

Appendix B

Esh Winning Post Office information sheet															
Address	Nisa Local 2-4 Station View Esh Winning DH7 9HR														
Opening hours	<table border="1"> <tr><td>Mon</td><td>06:00 – 21:00</td></tr> <tr><td>Tue</td><td>06:00 – 21:00</td></tr> <tr><td>Wed</td><td>06:00 – 21:00</td></tr> <tr><td>Thu</td><td>06:00 – 21:00</td></tr> <tr><td>Fri</td><td>06:00 – 21:00</td></tr> <tr><td>Sat</td><td>06:00 – 21:00</td></tr> <tr><td>Sun</td><td>07:00 – 21:00</td></tr> </table>	Mon	06:00 – 21:00	Tue	06:00 – 21:00	Wed	06:00 – 21:00	Thu	06:00 – 21:00	Fri	06:00 – 21:00	Sat	06:00 – 21:00	Sun	07:00 – 21:00
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Sat	06:00 – 21:00														
Sun	07:00 – 21:00														
Distance	Within 80 metres of the current branch, along varied terrain.														
Products & Services	The same wide range of products and services will still be available.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>The new premises has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p style="text-align: center;">Parking</p> <p>There are parking facilities outside the new premises.</p>														
Retail	Convenience store														
Date of move	Wednesday 28 November 2018														

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.

Esh Winning 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. Customers can also shop online at www.postoffice.co.uk

Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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 & postcards (inc. signed for & Airsure)	✓
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	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Car tax	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	✓
Payment by cheque	✓
<p>Products marked x are available at Langley Park Post Office, 28 Quebec Street, Langley Park, DH7 9XA</p>	
<p>Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 14:30 Sun Closed</p>	

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.

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments
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Textphone: 03457 22 33 55

¹ We 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.