Dear Customer

Local public consultation – Have your say

Golders Green Post Office
879 Finchley Road, London, NW11 8RT

We are writing to advise that our retail partner, Universal Office Equipment UK LTD (UOE), has found a nearby alternative premises from which to operate Golders Green Post Office branch and we are proposing to relocate the branch to 55 Golders Green Road, London, NW11 8EL (formerly Boots Optician). The same services will be available and opening hours would be increased to include Saturday afternoons and Sundays. If the move goes ahead, the proposed new premises which is currently empty will undergo a full refurbishment to incorporate a stationery shop, alongside Golders Green Post Office, and the store would be known as "Stamp".

Why are we proposing this move?
As you may be aware, our retail partner operates Post Office branches alongside their private retail business, and it is important that they make the very best use of their resources to ensure future sustainability of both their business and the Post Office service. In this case, our partner has identified an opportunity to move this branch into modern premises whilst continuing to offer Post Office services to the local area. Our priority is to safeguard our services and we are confident that the proposed move of Golders Green Post Office branch will deliver longer term service provision to the local community.

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 proposed services and 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 new 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 move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Local Public Consultation starts	**12 November 2026**
Local Public Consultation ends	**24 December 2026**
Proposed month of change	**January/February 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 **008005**

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

- Post Office is delivering an ambitious, five-year Transformation Plan to 2030 designed to secure a modern, trusted and financially sustainable national network. The plan focuses on strengthening our offer to consumers and small businesses, modernising our branches and technology, simplifying the operating model and resetting relationships with postmasters and stakeholders, improving long-term branch viability while protecting the Post Office's social purpose. You can read more about our Transformation Plan on our Post Office corporate website. (corporate.postoffice.co.uk – search 'our transformation plan')
- Any independent franchise retail partner, including UOE, must have a clear track record of successfully running Post Office services, or similar customer-orientated retail ensuring they can deliver an excellent service to the community. UOE operates 12 Mains Post Office branches, a Banking Hub, and a group of award-winning stationery stores across London, Hertfordshire, and Surrey.
- Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with our retail partner, 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 two open plan positions, over longer opening hours, training on products and services, as well as operational and service-related matters.
- Additionally, there would be one Drop Box. This is a new self-serve parcel drop-off facility enabling fast, secure, pre-paid drop-offs in branch and will deliver a simpler, reduced queuing solution for customers across multiple drop-off services.
- The same staff would be employed to work in the proposed new branch and would continue to be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- If the relocation of a Post Office branch goes ahead, we will contact Royal Mail to inform them of the relocation. Royal Mail is a separate business, and the removal, relocation and provision of post boxes is their decision.
- 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.
- If you are a local representative, 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 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 Golders Green Post Office. 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

Golders Green 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

<table>
<tr><th>Current Location</th><th>Proposed New Location</th></tr>
<tr><td>879 Finchley Road, London, NW11 8RT</td><td>55 Golders Green Road, London, NW11 8EL
(formerly Boots Optician)</td></tr>
<tr><td>

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 – 12:30
Sunday	Closed

</td><td>

Proposed new 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	12:00 – 16:00

</td></tr>
<tr><th colspan="2">Products and Services</th></tr>
<tr><td colspan="2">The same products and services would still be available with the addition of one Drop Box.</td></tr>
<tr><th colspan="2">Serving positions</th></tr>
<tr><td colspan="2">There would be two open plan serving positions. The total number of serving positions has been based on future predicted business levels.</td></tr>
<tr><th colspan="2">Access</th></tr>
<tr><td colspan="2">Access would be level at the entrance to the proposed premises. Low-level serving counters would be available.</td></tr>
<tr><th colspan="2">Getting there</th></tr>
<tr><td colspan="2">The proposed new branch would be located approximately 240 metres away from the current branch, along mostly level terrain. There is pay by phone parking outside the proposed premises and along Golders Green Road, as well as designated disabled bays within 80 metres.
Public transport is available to and from the surrounding areas. Information on public transport routes and timetables can be accessed at www.tfl.gov.uk</td></tr>
<tr><th>Store retail available</th><td>Stationery</td></tr>
</table>

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.

The latest available branch information, including possible alternative Post Office branches 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

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch postmaster.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	Current Branch	Proposed Branch
Everyday Personal & Business Banking		
Cash Withdrawals	✓	✓
Cash Deposits	✓	✓
Cheque Deposits	✓	✓
Mails		
Drop & Go	✓	✓
Parcelforce Express 48 Large	✓	✓
DPD - Buy in branch	✓	✓
DPD - Drop off and collections	✓	✓
Drop Box	✗	✓
Pay Bills & Top Up		
Pay Bills and Top up	✓	✓
Passport Applications		
Paper Check & Send - New & Renewals	✓	✓
Digital Check & Send - New & Renewals	✓	✓
Licence Applications		
SIA Licence Application	✓	✓
Taxi & Private Hire Licence Applications	✓	✓
Identity Services		
Document Certification Service	✓	✓
In Branch Verification	✓	✓
Driving		
DVLA Photocard Renewal	✓	✓
Vehicle Tax	✓	✓
Travel		
Foreign Currency	✓	✓
Travel Insurance	✓	✓
Travel Money Card	✓	✓
Your Finances		
Western Union	✓	✓
Savings application forms	✓	✓
Savings Account ID Verification (free)	✓	✓
Bank of England Banknote Exchange	✓	✓

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.