



Dear Customer,

## **Local public consultation – Decision**

**High Street (10) Post Office  
10 High Street, Croydon, CR9 1HT**

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 TGJones retail store at Whitgift Centre, 34 North End, Croydon, CR0 1UB, where it will be known as Croydon branch and be run by our retail partner TGJones.

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.

TGJones are currently finalising refurbishment plans for your new branch which is due to open in March 2026. We will confirm the exact date of the branch relocation in due course. The current branch will close Tuesday 25 November 2025 at 15:00, however it will reopen on Wednesday 26 November 2025 and be run on an interim basis by our franchise partner ZCO Ltd. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

*Martin Edwards*

**Martin Edwards  
Transformation Delivery Director  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](http://postofficeviews.co.uk)

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# Appendix A

## Response to Local Public Consultation

Consultation started 30 July 2025

Consultation ended 17 September 2025

### Consultation responses

- 145 responses from customers

### Key issues raised

- Getting to the new location
- Access and space within the new location
- Staff and Customer Service
- Anti- Social Behaviour
- The Future of the Whitgift Centre
- Services

### Response to issues raised

#### Getting to the new location

The new branch will be located approximately 180 metres from the current branch, along varied terrain. For customers using their own transport there are two car parks within the shopping centre. Whitgift car park and Centrale multi story car park both with designated disabled parking bays. For those using public transport to get to the new branch, there are local buses serving the surrounding area.

#### Access and space within the new location

Access at the new location is level with an automatic door. There would be a clear, unobstructed route from both entrances (inside the Whitgift centre and the North End pedestrianised street) to the Post Office counters. Feedback on customer ease of access the new branch raised concerns on the impact of markets and events throughout the year on North End street; the access via bus stops on Wellesley Road; the lifts as a means of access and the availability of blue badge spaces in the Whitgift car park. Post Office Ltd. in conjunction with our retail partner will engage locally to highlight these feedback concerns. Internally, the new branch would be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We would be working closely with the new operator on the internal layout and some fixtures and fittings may be re-aligned or removed to make sure there is clear access into the premises, ensuring that there will be sufficient space to move about and access services inside the new premises with aisle widths and turning circle compliant with Post Office accessibility guide. Subject to Fire, Health & Safety obligations seating will be provided.

#### Staff and Customer Service

We know our customers value excellent customer service at the Post Office and praise was received for the service provided by staff at the current branch. Our retail partner is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy, and compliance training for a number of areas, including Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

#### The Future of the Whitgift Centre

Whilst we are aware of proposed redevelopment schemes involving the Alders building, Centrale and Whitgift Shopping Centres, at present, planning consent for the Whitgift redevelopment has not been secured, and it is unlikely that any significant activity will begin before 2028, and the project is expected to be delivered in phases. Post Office and our retail partner are committed to retaining Post Office services and will work with the landlord to maintain services in the local area.

**Anti-Social Behaviour**

Matters such as anti-social behavior are outside our direct control and are for the relevant authorities and local police to resolve, however, Post Office Ltd. in conjunction with our retail partner will engage locally to highlight these feedback concerns. Post Office takes security very seriously and while we cannot go into specific details around our security arrangements, strict guidelines and measures will be in place and we take every physical precaution, within our branches, to provide a safe and secure environment for both our customers and staff.

**Services**

On Sundays, the branch will be open from 11:00 – 17:00 and not 10:00 to 16:00 as previously stated. We can now confirm DPD, Evri and Taxi & Private Hire Licence Applications services will continue to be available at the new branch.

## Appendix B

### High-Street 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](http://www.postoffice.co.uk/branch-finder)

New Location	
TGJones, Floor 1 & 2, Whitgift Centre, 34 North End, Croydon, CR0 1UB	
<b>New opening times</b>	
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	11:00 - 17:00
Products and Services	
The same range of services will still be available.	
Serving positions	
There will be three open plan serving positions. Two self-service machines would be available at a later date, however in the interim, two additional temporary serving counters will be provided. The total number of serving positions has been based on future predicted business levels.	
Access	
Access will be level with an automatic door at the entrance to the new premises. Directional signage will be provided from the entrance doors through to the new Post Office area which will be within a dedicated area at the left TGJones store on the ground floor. Low-level serving counters, a low-level writing desk, low-level pin pads and hearing loops will be available.	
Getting there	
The new premises are located approximately 180 metres away from the current branch, along varied terrain. There are two car parks within the shopping center – Whitgift car park and Centrale multi story car park both with designated disabled parking bays. Public transport available to and from the surrounding areas. Information on public transport routes and timetables can be accessed at <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a>	
Store retail available	Books, Stationery, Magazines, Toys, Snacking

The latest available branch information, including possible alternatives Post Office branches in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

For additional information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.

Postage services from other companies are also available in selected branches.

Services available	New Branch
<a href="#">Cash Withdrawals</a>	✓
<a href="#">Cash Deposits</a>	✓
<a href="#">Cheque Deposits</a>	✓
<b>Mails</b>	
<a href="#">Drop &amp; Go</a>	✓
<a href="#">Parcelforce Express Services</a>	✓
<a href="#">DPD - Buy in branch</a>	✓
<a href="#">DPD - Drop off and collections</a>	✓
<a href="#">Evri - Buy in branch</a>	✓
<a href="#">Evri - Drop off and collections</a>	✓
<a href="#">Post &amp; Go</a>	✓
<b>Pay Bills &amp; Top Up</b>	
<a href="#">Pay Bills and Top up</a>	✓
<b>Passport Applications</b>	
<a href="#">Paper Check &amp; Send - New &amp; Renewals</a>	✓
<a href="#">Digital Check &amp; Send - New &amp; Renewals</a>	✓
<b>Licence Applications</b>	
<a href="#">SIA Licence Application</a>	✓
<a href="#">Taxi &amp; Private Hire Licence Applications</a>	✓
<b>Identity Services</b>	
<a href="#">Document Certification Service</a>	✓
<a href="#">In Branch Verification</a>	✓
<b>Driving</b>	
<a href="#">DVLA Photocard Renewal</a>	✓
<a href="#">Vehicle Tax</a>	✓
<b>Travel</b>	
<a href="#">Foreign Currency</a>	✓
<a href="#">Travel Insurance</a>	✓
<a href="#">Travel Money Card</a>	✓
<b>Your Finances</b>	
<a href="#">Western Union</a>	✓
<a href="#">Savings application forms</a>	✓
<a href="#">Savings Account ID Verification (free)</a>	✓

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.

## **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](https://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<sup>5</sup>
- 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<sup>6</sup> 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**

**Call: 03452 66 01 15**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>5</sup> 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.

<sup>6</sup> 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.