



Dear Customer

**Hornchurch Post Office®**  
**127-129 High Street, Hornchurch, RM11 1UB**

**Local public consultation decision**

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided that there is sufficient access to alternative Post Office services to cope with demand in the area, and so we will be proceeding with our decision to close Hornchurch Directly Managed branch.

The branch will therefore close permanently at 17:30 on Wednesday 19 June 2019. 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 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.

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 010026

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

Yours faithfully

**Roger Gale**  
**Network & Sales Director**  
**Post Office Limited**

[postofficeviews.co.uk](http://postofficeviews.co.uk)  
[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
FREEPOST Your Comments

## **Appendix A – Response to Local Public Consultation**

**Consultation started** 13 March 2019

**Consultation ended** 24 April 2019

### **Consultation responses**

- 78 responses from customers

### **Key issues raised**

- Getting to alternative branches
- Access
- Range of product and services
- Staffing

### **Response to issues raised**

#### **Getting to alternative branches**

All alternative branches in the area are well served by public transport. For customers using their own transport, we are satisfied that the provision of parking at each alternative branch will meet customer demand.

#### **Access**

Access both into and within the alternative branches will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access facilities includes a ramp at the entrances of North Street and Minster Parade branches and level access at Station Lane and Upminster Post Offices. We will make sure there is sufficient space for Post Office customers, including wheelchair users, to move around all the branches and the entrance areas and shopping aisles will be kept free of obstructions.

We are working closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. We have been working closely with the operators to plan their interior store layouts, to ensure optimum use of the space within the store and that access into and inside the branches is kept clear and free of obstacles. To ensure customer needs are met, we will closely monitor waiting times and usage at the alternative branches.

#### **Range of products and 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, with the exception of a Post Office cash machine. The nearest alternative external Post Office cash machine can be found approximately 0.7 miles away at Suttons Lane Post Office, 11 Suttons Lane, Hornchurch, RM12 6RD. 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.

Customers requiring DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services can continue to do so at Upminster Post Office.

#### **Staffing**

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. Further information about the alternative branches in the area are given in the information sheet at the end of this letter.

### Alternative branches in the area

#### North Street Post Office

North Street Post Office						
Address	92 North Street Hornchurch RM11 1SR					
Post Office Opening Hours	<table><tr><td>Mon - Sat</td><td>09:00 – 23:00</td></tr><tr><td>Sun</td><td>10:00 – 22:30</td></tr></table>		Mon - Sat	09:00 – 23:00	Sun	10:00 – 22:30
Mon - Sat	09:00 – 23:00					
Sun	10:00 – 22:30					
Distance	Approximately 0.3 miles away from Hornchurch Post Office branch, along varied terrain.					
Accessibility	<p><b>Access and facilities</b></p> <p>There is a wide door and a ramp at the entrance of the branch. A low level serving counter and hearing loops are available.</p> <p><b>Transport/Parking</b></p> <p>Roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>					

#### Station Lane Post Office

Station Lane Post Office								
Address	89 Station Lane Hornchurch RM12 6JU							
Post Office Opening hours	<table><tr><td>Mon - Wed</td><td>09:00 – 22:00</td></tr><tr><td>Thur - Sat</td><td>09:00 – 23:00</td></tr><tr><td>Sun</td><td>Closed</td></tr></table>		Mon - Wed	09:00 – 22:00	Thur - Sat	09:00 – 23:00	Sun	Closed
Mon - Wed	09:00 – 22:00							
Thur - Sat	09:00 – 23:00							
Sun	Closed							
Distance	Approximately 0.3 miles away from Hornchurch Post Office branch, along varied terrain.							
Accessibility	<p><b>Access and facilities</b></p> <p>There is a wide door and level access at the entrance of the branch. A low level serving counter and hearing loops are available.</p> <p><b>Transport/Parking</b></p> <p>Pay &amp; display roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>							

#### Minster Parade Post Office

Minster Parade Post Office								
Address	103 Upminster Road Hornchurch RM11 3XB							
Post Office Opening hours	<table><tr><td>Mon - Fri</td><td>06:00 – 20:00</td></tr><tr><td>Sat</td><td>07:00 – 20:00</td></tr><tr><td>Sun</td><td>07:00 – 17:00</td></tr></table>		Mon - Fri	06:00 – 20:00	Sat	07:00 – 20:00	Sun	07:00 – 17:00
Mon - Fri	06:00 – 20:00							
Sat	07:00 – 20:00							
Sun	07:00 – 17:00							
Distance	Approximately 0.7 miles away from Hornchurch Post Office branch, along varied terrain.							
Accessibility	<p><b>Access and facilities</b></p> <p>There is a wide door, steps and a ramp with hand rail at the entrance of the branch. A low level serving counter and hearing loops are available.</p> <p><b>Transport/Parking</b></p> <p>Pay &amp; display roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>							

**Post Office® services available**

**Our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

	<b>Horn-church</b>	<b>North Street</b>	<b>Station Lane</b>	<b>Minster Parade</b>
<b>Mail</b>				
First & Second Class mail	✓	✓	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓	✓	✓	✓
<b>Withdrawals, deposits and payments</b>				
Post Office Card Account	✓	✓	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓
Moneygram	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓
<b>Driving</b>				
Car tax	✓	✗	✗	✗
Driving licence renewals	✓	✗	✗	✗
<b>Licences</b>				
Rod fishing licences	✓	✓	✓	✓
Document Certification Service	✓	✗	✗	✗
<b>Travel</b>				
Pre-order travel money	✓	✓	✓	✓
On demand travel money	✓	<b>Euros / Dollars</b>	<b>Euros</b>	<b>Euros</b>
Travel insurance referral	✓	✓	✓	✓
On demand travel insurance	✓	✗	✗	✗
Passport Check & Send	✓	✗	✗	✗
Mobile Top-ups & E vouchers	✓	✓	✓	✓
National Lottery Terminal	✗	✗	✗	✓
<b>Payment by cheque</b>	✓	✗	✗	✗
Products marked ✗ are available at <b>Upminster Post Office</b> , full details overleaf.				

<b>Upminster Post Office</b>							
<b>Address</b>	28 Station Road Upminster RM14 2UB						
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Mon</td><td>08:30 – 17:30</td></tr> <tr> <td>Tue - Fri</td><td>09:00 – 17:30</td></tr> <tr> <td>Sat</td><td>09:00 – 13:30</td></tr> </table>	Mon	08:30 – 17:30	Tue - Fri	09:00 – 17:30	Sat	09:00 – 13:30
Mon	08:30 – 17:30						
Tue - Fri	09:00 – 17:30						
Sat	09:00 – 13:30						
<b>Distance</b>	Approximately 1.4 miles away from Hornchurch Post Office branch, along varied terrain.						
<b>Products &amp; Services</b>	The same wide range of products and services will be available as Hornchurch branch, with the exception of a cash machine.						
<b>Accessibility</b>	<p><b>Access and facilities</b></p> <p>Access to the store is level with a wide automatic door at the entrance. A low level serving counter, low level writing desks and hearing loops are available.</p> <p><b>Transport/Parking</b></p> <p>Pay &amp; Display roadside parking is available nearby. Public transport services are available to and from the surrounding area</p>						

**To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.**

## **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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</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>5</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, 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**  
**Call: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</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>5</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.