



Dear Customer

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

Local public consultation

I'm writing to let you know about some changes we're making to Post Office service provision in the area which means that we are today beginning a six week public consultation on the closure of Hornchurch Directly Managed branch.

Our proposal

In the Hornchurch area, we have opened two new branches in North Street on 7 March 2018 with opening hours of 09:00-23:00 Monday to Saturday and 10:00-22:30 on Sunday, and in Station Lane on 20 March 2018 with opening hours of 09:00-22:00 Monday to Wednesday and 09:00-23:00 Thursday to Saturday.

There are also several other branches in the area which may provide suitable alternatives for customers. For example, Suttons Lane Post Office and Minister Parade Post Office are both located within 1 mile of Hornchurch Post Office.

We are confident that our new branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services and, due to the extended opening hours, providing continued good access to our services. The small number of Post Office products and services that will not be available at our new branches, such as Passport Check & Send, Identification services, change giving and high value banking, will continue to be available at Upminster Post Office, 28 Station Road, Upminster, RM14 2UB. The nearest external cash machine at a Post Office branch 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 of the new branch, during all the extended opening hours.

As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. I can reassure customers that every effort will be made to redeploy our staff where possible and they will be fully supported throughout this process.

Background

We've come a long way in the last few years – modernising over 7,000 branches across the country to give customers bright modern branches within vibrant local businesses and offering over 200,000 extra opening hours. But there's more we need to do to make sure we can meet changing customer needs. Our aim is to offer convenient access to Post Offices when and where our customers want them in a competitive market place. In line with this, as part of our new retail strategy we are opening more small branches, especially in urban areas, so that we can offer customers convenient access and longer opening hours.

This approach enables us to offer Post Office services in communities in a more sustainable way – partnering with a retailer to offer a Post Office combined with a shop, brings the benefits of shared footfall and overheads, allowing us to keep our presence in key locations against the pressures of rising property costs. Indeed, it is the way in which over 98% of our Network operates today.

Consulting on our plans

We're now starting a period of local public consultation. The closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change. However, we'd like you to tell us what you think about access to Post Office services in the area following the closure.

We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- 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 once inside?
- Are there any local community issues you think we should know about that might be affected by the change?
- Do you have any suggestions that could help make the change better?

You can share your views on this proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **010026**.

postofficeviews.co.uk

If you have a QR scanner on your mobile phone, all you need to do is scan here:



You can also let us have your comments in the following ways:

comments@postoffice.co.uk

FREEPOST Your Comments

**This is all you need to add to your envelope
for your letter to reach us**

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

The enclosed information sheet provides more details about the new branches and the range of products that will be available.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This notification is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Dates for local public consultation:

Local Public Consultation starts	13 March 2019
Local Public Consultation ends	24 April 2019
Proposed month of change	June 2019

Thank you for considering our proposal.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

Information sheet

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>Access and facilities</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>Transport/Parking</p> <p>Roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>				

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>Access and facilities</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>Transport/Parking</p> <p>Pay & display roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>						

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>Access and facilities</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>Transport/Parking</p> <p>Pay & display roadside parking is available nearby. Public transport services are available to and from the surrounding area.</p>						

Post Office® services available				
Your postmaster or 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				
	Horn-church	North Street	Station Lane	Minster Parade
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 & Aisure)	✓	✓	✓	✓
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) up to a maximum value.	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓
Moneygram	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓
Driving				
Car tax	✓	✗	✗	✗
Driving licence renewals	✓	✗	✗	✗
Licences				
Rod fishing licences	✓	✓	✓	✓
Document Certification Service	✓	✗	✗	✗
Travel				
Pre-order travel money	✓	✓	✓	✓
On demand travel money	✓	Euros / Dollars	Euros	Euros
Travel insurance referral	✓	✓	✓	✓
On demand travel insurance	✓	✗	✗	✗
Passport Check & Send	✓	✗	✗	✗
Mobile Top-ups & E vouchers	✓	✓	✓	✓
National Lottery Terminal	✗	✗	✗	✓
Payment by cheque	✓	✗	✗	✗
Products marked ✗ are available at Upminster Post Office , full details overleaf.				

Upminster Post Office							
Address	28 Station Road Upminster RM14 2UB						
Post Office Opening hours	<table> <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						
Distance	Approximately 1.4 miles away from Hornchurch Post Office branch, along varied terrain.						
Products & Services	The same wide range of products and services will be available as Hornchurch branch, with the exception of a cash machine.						
Accessibility	<p>Access and facilities</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>Transport/Parking</p> <p>Pay & 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 contact the Customer Helpline on 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 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
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We 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.