



Dear Customer

Local public consultation – Decision

**Islington Post Office
160-161 Upper Street, Islington, London, N1 1US**

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 to: Stamp, 129E Upper Street, London N1 1QP.

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 18:00 on Monday 13 July 2026, with the new branch opening at 129E Upper Street, at 09:00 on Tuesday 14 July 2026. If there are any unforeseen circumstances 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

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

postofficeviews.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started Tuesday 28 April 2026

Consultation ended Tuesday 09 June 2026

Consultation responses

- 28 responses from customers

Key issues raised

- **Getting to the new location**
- **Counter positions**
- **Opening Times**
- **Directional signage to the new location**
- **Retention of the cash machine**

Response to issues raised

Getting to the new location

The new premises are located approximately 220 metres from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site. The pavement is in keeping of the surrounding area which is narrow in many places including the current location.

Counter Positions

There will be two open plan serving positions and a Self-Service Kiosk. Additionally, there will be two Drop Boxes. The Drop Box 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 total number of serving positions has been based on future predicted business levels. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with the branch to make sure service standards are maintained.

Opening Times

We are pleased to confirm that the opening hours at the new branch will be longer than previously advised, with the new branch opening Monday to Friday 09:00-18:00 and Sun 12:00 – 17:00 offering customers greater access to Post Office services.

Directional signage to the new location

Signage in the surrounding area is the responsibility of the local authority, however, there will be signage at the new premises location and posters at the current detailing the new location. Planning Permission has also been requested for Post Office signage at the entrance of the arcade.

Retention of the cash machine

Whilst the ATM will not relocate to the new premises, there are free to use ATMs nearby located at Shell service station, 276 Upper Street, London, N1 2TX opposite the current branch and at Sainsbury's Local, 317-318 Upper St, London N1 2XQ, both within 200 metres of the new location.

Appendix B

Islington 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

New Location																	
129E Upper St, London N1 1QP																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 18:00</td></tr><tr><td>Sunday</td><td>12:00 – 17:00</td></tr></table>		New opening times		Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 18:00	Sunday	12:00 – 17:00
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Saturday	09:00 – 18:00																
Sunday	12:00 – 17:00																
Products and Services																	
The same range of services will still be available, excluding the external cash machine.																	
Serving positions																	
There will be two open plan serving positions, one self-service machine and two drop boxes. The total number of serving positions has been based on future predicted business levels.																	
Access																	
The new premises will be within the Islington Square shopping precinct, closest to the North Arcade entrance between the Anthropologie and APC stores. Access will be step-free, with level entry into the premises. Directional signage will be provided from the entrance door through to the new Post Office area which will be within a dedicated area at the rear of the store. Low-level serving counters, a low-level writing desk and low-level pin pads will be available.																	
Getting there																	
The new premises will be located approximately 220 metres away from the current branch, along mostly level terrain. Time restricted parking is available nearby to the new premises, including disabled parking, and pay by phone parking is available on Almedia Street, approximately 100 metres away.																	
Store retail available	Stationery																

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	New Branch
Cash Withdrawals	✓
Cash Deposits	✓
Cheque Deposits	✓
Mails	
Drop & Go	✓
Parcelforce Express 48 Large	✓
DPD - Buy in branch	✓
DPD - Drop off and collections	✓
Evri - Buy in branch	✓
Evri - Drop off and collections	✓
Post & Go	✓
Drop Box	✓
Pay Bills & Top Up	
Pay Bills and Top up	✓
Passport Applications	
Paper Check & Send - New & Renewals	✓
Licence Applications	
Taxi & Private Hire Licence Applications	✓
Identity Services	
Document Certification Service	✓
Driving	
Vehicle Tax	✓
Travel	
Foreign Currency	On Demand
Travel Insurance	✓
Travel Money Card	✓
Your Finances	
Western Union	✓
Savings application forms	✓
Savings Account ID Verification (free)	✓
ATM - 24hr	x

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

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 branch⁵
- 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-week⁶ 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

Textphone: 03457 22 33 55

FREEPOST Your Comments

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.