



Dear Customer

Local public consultation - Have your say

Kingston upon Thames Post Office

Previous location: 22-26 Eden Street, Kingston upon Thames, KT1 1BL

We are moving the above Post Office branch to a new location: Unit 7 – The Bentall Centre, Kingston upon Thames, KT1 1TP, where it will continue to operate as one of our main style branches.

Why we are moving?

The previous branch closed in April 2021 as the lease expired and due to urban regeneration in the local area.

We are pleased to confirm that a new operator has been appointed and shortly after the closure of the Post Office, a temporary service was put in place at the new location and has been in operation since Thursday 17 June 2021. The current temporary service will stop when the new branch opens on Tuesday 06 July 2021.

We'd like your help

Whilst the decision has already been made to reopen this branch, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and before we finalise our plans, we would like to hear your views

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues which you believe could be affected by or affect the change?
- Is there anything we could do to make it easier for customers?

Local Public Consultation starts	Friday 02 July 2021
Local Public Consultation ends	Friday 13 August 2021

The previous Post Office closed in April 2021 and your new Post Office is opening at the new premises on Tuesday 06 July 2021, however this does not affect the period of public consultation which is ongoing until Friday 13 August 2021.

An information sheet is enclosed that provides more details about your new branch. You can share your views on the 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 **168023**

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.



Good to know

- Customers will access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we have adapted the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with three screened and one open-plan serving position.
- We have also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services.
- Posters and leaflets will now be displayed in branch to let customers know about the new branch 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, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. 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 what is happening to Kingston upon Thames 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.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

Kingston upon Thames Post Office Information Sheet

Previous Location		New Location	
22-26 Eden Street Kingston upon Thames KT1 1BL		Unit 7 – The Bentall Centre Kingston upon Thames KT1 1TP	
Previous opening hours		New opening hours	
Mon- Sat	07:00 – 23:00	Mon – Wed	08:00 – 19:00
Sun	09:00 – 22:30	Thur	08:00 – 21:00
		Fri – Sat	08:00 – 19:00
		Sun	10:00 – 17:00

During the Coronavirus pandemic the branch may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

Products & Services

A wide range of products and services will still be available.

Serving positions

There will be five serving positions in total; three screened and one open plan and a Post Office serving point at the retail counter.

Access

Access will be level at the entrance to the new premises.

Low level serving counters, a low-level writing desk and hearing loops will be available.

Getting there

Within 350 metres of the previous branch, along varied terrain.

There is a fee paying car park available at The Bentall Centre with designated disabled parking available.

Retail

Convenience with cards.

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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FREEPOST Your Comments Call:

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ 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 3 and 4 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.