



Dear Customer

**Laindon Post Office®**  
**20 Laindon Centre, Basildon, SS15 5TG**

I am writing to further update you on our plans for Laindon Post Office. As explained in my previous letter, we have been able to maintain a service at the current location for longer than anticipated but as works at the site are now due to commence, regrettably Laindon Post Office will temporarily close at this location on Tuesday 2 April 2019.

We are continuing to work hard to find a long term solution for our customers in Laindon, and we are also making every effort to re-establish services in the interim period.

In the meantime, I would like to apologise once again for the inconvenience this unavoidable temporary closure will cause. As previously explained there are several branches in the area which may provide suitable alternatives for customers and further details of these branches are provided on the enclosed information sheet. We will continue to monitor service provision at these branches following the closure of Laindon Post Office, to make sure that customer service standards are maintained.

It would be helpful if you could share this information 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 the Post Office. If you would like a supply of posters please let us know.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. We carry out such engagement 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. Any future changes to service provision would be handled in line with these Principles.

Posters will now be displayed in branch to let customers know about this change and we'll be in touch again as soon as we have an update on our plans for the area.

Yours faithfully

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

**How to contact us:**

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

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

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

Please note this is the full address to use and no further address details are required.

### **Information Sheet**

| <b>The Triangle Post Office</b>  |   |           |               |
|----------------------------------|---|-----------|---------------|
| <b>Address</b>                   | 3-4 The Triangle<br>Langdon Hills<br>Basildon<br>SS16 6BH   |           |               |
| <b>Post Office Opening hours</b> |   | Mon - Sat | 06:00 – 22:00 |
|                                  |   | Sun       | 07:00 – 22:00 |
| <b>Distance</b>                  | Approximately 1.1 miles away from Laindon branch, along varied terrain.   |           |               |
| <b>Products &amp; Services</b>   | A wide range of products and services are available.  |           |               |
| <b>Accessibility</b>             | <b>Access and facilities</b>  |           |               |
|                                  | This branch has a wide door and level access at the entrance. Internally there is a hearing loop.                               |           |               |
|                                  | <b>Parking</b>  |           |               |
|                                  | There is a small customer car park available directly outside the premises.   |           |               |
|                                  | <b>Transport</b>  |           |               |
|                                  | Public transport services are available to and from the surrounding area.<br>The nearest bus stop approximately 40 metres away. |           |               |

| <b>St Pauls Post Office</b>      |   |           |               |
|----------------------------------|---|-----------|---------------|
| <b>Address</b>                   | 43 Ballards Walk<br>Basildon<br>SS15 5HL  |           |               |
| <b>Post Office Opening hours</b> |   | Mon - Fri | 09:00 – 17:30 |
|                                  |   | Sat       | 09:00 – 13:00 |
| <b>Distance</b>                  | Approximately 1.8 miles away from Laindon branch, along varied terrain.   |           |               |
| <b>Products &amp; Services</b>   | A wide range of products and services are available.  |           |               |
| <b>Accessibility</b>             | <b>Access and facilities</b>  |           |               |
|                                  | This branch has a wide automatic door and level access at the entrance.<br>Internally there is a hearing loop.  |           |               |
|                                  | <b>Parking</b>  |           |               |
|                                  | There is a small customer car park with designated disabled bays available directly outside the premises.   |           |               |
|                                  | <b>Transport</b>  |           |               |
|                                  | Public transport services are available to and from the surrounding area.<br>The nearest bus stop is approximately 120 metres away from the premises. |           |               |

| Great Berry Post Office          |  |           |               |
|----------------------------------|--|-----------|---------------|
| <b>Address</b>                   | Unit 6 Great Berry Centre<br>Nightingales<br>Langdon Hills<br>Basildon<br>SS16 6SA   |           |               |
| <b>Post Office Opening hours</b> |  | Mon - Sat | 08:00 – 18:00 |
|                                  |  | Sun       | 08:00 – 13:00 |
| <b>Distance</b>                  | Approximately 1.9 miles away from Laindon branch, along varied terrain.  |           |               |
| <b>Products &amp; Services</b>   | A wide range of products and services are available.   |           |               |
| <b>Accessibility</b>             | <b>Access and facilities</b>   |           |               |
|                                  | This branch has a wide door and level access at the entrance.<br>Internally there is a hearing loop.   |           |               |
|                                  | <b>Parking</b>   |           |               |
|                                  | There is a small customer car park with designated disabled bays available directly outside the premises.  |           |               |
|                                  | <b>Transport</b>   |           |               |
|                                  | Public transport services are available to and from the surrounding area.<br>The nearest bus stop is approximately 15 metres away from the premises. |           |               |

| Kingswood Post Office            |  |           |               |
|----------------------------------|--|-----------|---------------|
| <b>Address</b>                   | 148 Clay Hill Road<br>Basildon<br>SS16 5DF   |           |               |
| <b>Post Office Opening hours</b> |  | Mon - Fri | 06:00 – 18:30 |
|                                  |  | Sat       | 07:00 – 18:30 |
|                                  |  | Sun       | 07:00 – 13:00 |
| <b>Distance</b>                  | Approximately 2.6 miles away from Laindon branch, along varied terrain.  |           |               |
| <b>Products &amp; Services</b>   | A wide range of products and services are available.   |           |               |
| <b>Accessibility</b>             | <b>Access and facilities</b>   |           |               |
|                                  | This branch has level access and a wide door the entrance.<br>Internally there is a hearing loop.  |           |               |
|                                  | <b>Parking</b>   |           |               |
|                                  | There is roadside parking in the surrounding area.   |           |               |
|                                  | <b>Transport</b>   |           |               |
|                                  | Public transport services are available to and from the surrounding area.<br>The nearest bus stop is approximately 10 metres away from the premises. |           |               |

| <b>Basildon Post Office</b>      |   |           |               |
|----------------------------------|---|-----------|---------------|
| <b>Address</b>                   | 29 Town Square<br>Basildon<br>SS14 1BA  |           |               |
| <b>Post Office Opening hours</b> |   | Mon – Sat | 09:00 – 17:30 |
|                                  |   | Sun       | 10:00 – 14:00 |
| <b>Distance</b>                  | Approximately 2.7 miles away from Laindon branch, along varied terrain.   |           |               |
| <b>Products &amp; Services</b>   | The same wide range of products and services are available.   |           |               |
| <b>Accessibility</b>             | <b>Access and facilities</b>  |           |               |
|                                  | This branch has level access and an automatic door at the entrance.<br>Internally there is a hearing loop.  |           |               |
|                                  | <b>Parking</b>  |           |               |
|                                  | There is a car park at Great Oaks, Basildon, SS14 1EJ, approximately 150 metres from the branch.  |           |               |
|                                  | <b>Transport</b>  |           |               |
|                                  | Public transport services are available to and from the surrounding area.<br>The nearest bus stop is approximately 110 metres away from the premises. |           |               |

**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.