



Dear Customer

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

I previously wrote to let you know that Laindon Post Office would temporarily close on Wednesday 30 January 2019 due to our landlord having given us notice to vacate the above premises whilst they redevelop the site.

I am now writing to inform you that whilst we continue to explore opportunities to continue the service in the local area the branch will be remaining open at its current location on a short term basis while we work to find a long-term solution for our customers in the area. To allow us to extend the availability of services in Laindon, and to avoid prolonged uncertainty for the staff, we will be arranging for one of our experienced operators to take over the running of the branch.

In the meantime, to enable the branch to be transferred to our new operator, Laindon Post Office will be temporarily closed from 17:30 on Wednesday 30 January 2019, re-opening at 09:00 on Friday 1 February 2019. Details of alternative services are at the end of this letter and will also be displayed in the branch window.

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

A handwritten signature in black ink, appearing to read "Roger Gale".

Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

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.

Post Office Limited is committed to protecting your privacy, information about how we do this can
be found on our website at www.postoffice.co.uk/privacy

Information Sheet

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

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

Great Berry Post Office

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

Kingswood Post Office

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

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