

Dear Customer,

Local public consultation – Decision

**Oxshott Post Office
50 High Street, Leatherhead, KT22 0JP**

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 into Oxshott Village Store (formerly Charnay Kitchen), High Street, Leatherhead, KT22 0JP.

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 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 summary 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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

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.

Your faithfully

Jason Collins

**Jason Collins
Network Provision Manager
Post Office Limited**

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

**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.**

Appendix A

Response to Local Public Consultation

Consultation started 16 April 2024

Consultation ended 28 May 2024

Consultation responses

- 41 responses from customers

Key issues raised

- Staff Levels
- Royal Mail Post Box

Response to issues raised

Staff Levels

Regarding your question on staffing, because Postmasters operate Post Office branches on an agency basis rather like franchises. Therefore, they are all privately owned and managed businesses and as such, the Postmaster is responsible for the staff employed at the branch. The new local model allows the operator to utilise his staff more efficiently as they are able to manage both shop and Post Office transactions and all staff members required to work on the Post Office system will be fully trained. We also work closely with the Postmaster to ensure staffing levels are appropriate to offer the excellent and professional service we aim to provide in all of our branches.

Royal Mail Post Box

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area.

Appendix B

Oxshott Post Office Information Summary

Oxshott Village Store
(formerly Charnay Kitchen)
High Street
Leatherhead
KT22 0JP

New opening hours

Mon - Fri	07:00 – 17:00
Sat	08:00 – 12:00
Sun	Closed

There are times our branches 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

The same range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

The new premises will have a wide door and raised threshold strip at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new premises will be located approximately 30 metres away from the previous branch.

No change to the existing parking available, roadside parking is available nearby and Steels Lane Pay & Display Car Park is located within approximately 100 metres of the new premises.

Retail

Convenience store.

Oxshott Post Office services available

**For information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the operator.**

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class and 2 nd class)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Parcelforce Express Service	✓
British Forces Mail (BFPO)	✓
International letters & postcards (Inc. Tracked & Signed)	✓
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	
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
	✓
Payment by cheque	
	✓
Other products and services are available at Stoke D'abernon Post Office, 44 Station Road, Stoke D'abernon, KT11 3BN	

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.

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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.