



Dear Customer

**South Kensington Station Post Office[®]
41 Old Brompton Road, London, SW7 3JG**

Local public consultation decision

I am writing to confirm that, after careful consideration of the feedback received and all other relevant factors, we have decided to proceed with our decision to close South Kensington Station Post Office. We believe there is sufficient access to alternative Post Office services to cope with the demand in the area.

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 key issues raised in the consultation and our response to each of them is enclosed, along with an information sheet providing further details about alternative branches in the area.

It's clear that the Post Office plays an important part in the lives of our customers living and working in the area and we want to make our services as accessible as possible. I am confident that the alternative branches in the area will meet customer needs both now and in the future, ensuring residents have continued access to Post Office services while delivering an excellent service.

Posters will now be displayed in branch to let customers know about this decision. The branch will cease trading at 17:30 on Wednesday 31 July 2019.

Yours faithfully

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

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

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Appendix A – Response to Local Public Consultation

Consultation started: 13 February 2019

Consultation ended: 27 March 2019

Consultation responses

- 565 responses from customers and local representatives

Meetings

Post Office representatives met with Emma Dent-Coad MP on Monday 25 February 2019, Onslow Neighbourhood Association and Ward Councillor Janet Evans on Monday 25 March 2019, and Councillors Faulks and Evans on 3 April 2019.

Key issues raised

- Access & facilities at the alternative branches
- Transport & Parking at the alternative branches
- Staff
- Consultation process

Response to issues raised

Access & Facilities at the alternative branches

We are working closely with the operators of the alternative branches to make sure that they are ready to meet the additional footfall and maintain quality of service. We have been working with them to plan their interior store layouts, to ensure optimum use of the space within the stores and that access into and inside the branches is kept clear and free of obstacles.

Fulham Road, Knightsbridge and Worlds End Post Offices all have level access at their entrances. Battersea Bridge Road has a small stepped entrance. Gloucester Road has both a stepped entrance and a long ramp for less mobile customers, from which there is level access both into and through the store to the dedicated Post Office area. There is customer seating in all branches apart from Battersea Bridge Road Post Office. A bell will be installed at Gloucester Road Post Office to enable customers to alert staff if they have any difficulty accessing the branch. We will also explore the possibility of working with the operator to widen the aisles to allow easier access to the Post Office counters.

We recognise that some customers, particularly wheelchair users and those with limited mobility, would like additional reassurance about how easy it will be for them to access Post Office services at an alternative location. Therefore, we'll also be contacting local disability groups to take them through the layout of Gloucester Road branch.

The same products and services are available at Knightsbridge Post office, approximately 0.8 miles away from South Kensington Station Post Office. Further details of the products and services the alternative branches offer are provided on the enclosed information sheet. We can also confirm that the International Driving Permit service is available in all the alternative branches other than Battersea Bridge Road Post Office.

The alternative branches offer extended opening hours providing access to services at convenient times to better suit customer demand and we are satisfied that the branches have sufficient capacity to absorb additional business and meet the needs of local businesses and personal customers. To ensure customer needs are met, we will closely monitor waiting times and usage at the alternative branches and we will also continue to review service provision in the area. The counter coverage amongst the alternative branches has been reviewed, based on the regular customer numbers at South Kensington Station Post office and we believe these will meet the demands of customers.

We are also planning to open a new Post Office branch in Krystals Express, 320-322 Earls Court Road, London, SW5 9BQ on Monday 22 July 2019 at 13:00 which some customer may also find to be a convenient alternative.

Transport & Parking

With any closure it's inevitable that whilst some customers will have an easier journey to the alternative locations, regrettably others will have further to travel. All the alternative branches are well served by public transport although we do recognise that it is not always quick to travel around the centre of London at busy times. In terms of parking, there are pay and display roadside parking facilities, car parks and disabled parking in the immediate vicinity of the alternative branches.

Staff

In respect of the team working at the current branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Staff at the alternative branches are fully trained in Post Office transactions and staffing levels will be reviewed and carefully aligned to meet customer demand. Staff will receive on-going training on products and services, as well as general operational and service related matters.

Consultation Process

Whenever we propose to make a change to our network, we aim to make sure as many people as possible know about our proposals and provide them with the opportunity to let us have their views through our six week consultation process. In line with our Principles of Engagement, local representatives are written to and customer information letters, posters and leaflets are displayed in branch from the first day of consultation, which in the case of South Kensington Station Post Office was 13 February 2019. Details are also published on our website via www.postofficeviews.co.uk, where customers can also let us have their views through our e-Consultation channel. Although we issue press releases to local media, it is their decision whether or not they choose to publish them.

Alternative branches in the area

Gloucester Road Post Office		
Address	118 Gloucester Road London SW7 4PH	
Post Office Opening hours	Mon	08:00 - 21:30
	Tue	08:00 - 21:30
	Wed	08:00 - 21:30
	Thu	08:00 - 21:30
	Fri	08:00 - 21:30
	Sat	08:00 - 21:30
	Sun	08:00 - 21:30
Distance	Approximately 0.5 miles from South Kensington Station Post Office branch, along varied terrain.	
Products & Services	A wide range of products and services will be available.	
Accessibility	Access and facilities This branch has a wide door, and two entrances one with steps and on with steps and a ramp at the entrance. Low level writing desks and hearing loops are available.	
	Transport/Parking Pay and display parking is available on Gloucester Road with one disabled space, maximum stay 2 hours.	

Fulham Road Post Office		
Address	369 Fulham Road London SW10 9TR	
Post Office Opening hours	Mon	09:00 - 17:30
	Tue	09:00 - 17:30
	Wed	09:00 - 17:30
	Thu	09:00 - 17:30
	Fri	09:00 - 17:30
	Sat	09:00 - 13:00
	Sun	Closed
Distance	Approximately 0.8 miles from South Kensington Station Post Office branch, along varied terrain.	
Products & Services	A wide range of products and services will be available.	
Accessibility	Access and facilities This branch has a wide door and level access at the entrance.	
	Transport/Parking Time restricted pay and display roadside parking on Hollywood Road.	

Knightsbridge Post office															
Address	6 Raphael Street London SW7 1DL														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed
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Wed	09:00 – 17:30														
Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 12:30														
Sun	Closed														
Distance	Approximately 0.8 miles from South Kensington Station Post Office branch, along varied terrain.														
Products & Services	A wide range of products and services will be available.														
Accessibility	<p>Access and facilities Access is level with automatic sliding doors at the entrance. A low level serving counter, low level writing desks and hearing loops are available.</p> <p>Transport/Parking Pay and display roadside parking is in the surrounding side streets.</p>														

Worlds End Post Office															
Address	351-353 Kings Road London SW3 5EX														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed
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Wed	09:00 – 17:30														
Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 12:30														
Sun	Closed														
Distance	Approximately 0.9 miles from South Kensington Station Post Office branch, along varied terrain.														
Products & Services	A wide range of products and services will be available.														
Accessibility	<p>Access and facilities Access is level with an automatic sliding door at the entrance. Low level writing desks, low level serving counter, hearing loops and pin pads are available.</p> <p>Transport/Parking Time restricted pay and display roadside parking on Kings Road.</p>														

Battersea Bridge Road Post Office				
Address	72 Battersea Bridge Road London SW11 3AU			
Post Office Opening Hours	Mon	09:00 – 13:00 14:00 – 17:30		
	Tue	09:00 – 13:00 14:00 – 17:30		
	Wed	09:00 – 13:00		
	Thu	09:00 – 13:00 14:00 – 17:30		
	Fri	09:00 – 13:00 14:00 – 17:30		
	Sat	09:00 – 13:00		
	Sun	Closed		
	Distance	Approximately 1.4 miles from South Kensington Station Post Office branch, along varied terrain.		
Products & Services	A wide range of products and services will be available.			
Accessibility	<p style="text-align: center;">Access and facilities</p> <p style="text-align: center;">This branch has a wide door and a small step at the entrance.</p> <p style="text-align: center;">Transport/parking</p> <p style="text-align: center;">Pay and display roadside parking is available in the surrounding side streets.</p>			

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.

Post Office® services available

For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk

	South Kensington Station	Gloucester Road Post Office	Fulham Road Post Office	Knightsbridge Post office
Mail				
First & Second Class mail	✓	✓	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓	✓	✓
Signed For	✓	✓	✓	✓
Special Delivery	✓	✓	✓	✓
Home shopping returns	✓	✓	✓	✓
Inland small, medium & large parcels	✓	✓	✓	✓
Express & contract parcels	✓	Express 24 & 48	Express 24 & 48	✓
British Forces Mail (BFPO)	✓	✓	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓	✓	✓
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				
Post Office Card Account	✓	✓	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓	✓
Postal orders	✓	✓	✓	✓
Moneygram	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓
Driving				
Car tax	✓	✓	✓	✓
Driving licence renewals	✓	✗	✗	✓
Licences				
Rod fishing licences	✓	✓	✓	✓
Document Certification Service	✓	✗	✗	✓
Travel				
Pre-order travel money	✓	✓	✓	✓
On demand travel money	✓	Euros	✓	✓
Travel insurance referral	✓	✓	✓	✓
On demand travel insurance	✓	✓	✓	✓
Passport Check & Send	✓	✓	✓	✓
Mobile Top-ups & E vouchers				
Mobile Top-ups & E vouchers	✓	✓	✓	✓
Payment by cheque				
Payment by cheque	✓	✓	✓	✓

Products marked ✗ are available at **Knightsbridge Post office.**

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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.