



Dear Customer

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

Local public consultation

I'm writing to let you know about some changes we're making to Post Office service provision in the area which means that we are today beginning a six week public consultation on the closure of South Kensington Station Directly Managed branch.

Our proposal

The lease on the building has expired and we have taken this opportunity to review service provision in the area. Gloucester Road Post office is located 0.5 miles away from South Kensington Station Post Office and a further four branches, Fulham Road, Knightsbridge, Worlds End and Battersea Bridge Road are all within 2 miles. Further details of these branches are provided on the enclosed information sheet

The area is well served by public transport, with a number of bus services travelling in and out of this area of South Kensington Station from the surrounding areas. Therefore we believe there will be sufficient convenience and choice for customers without the need to retain the current Directly Managed branch.

As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. I can reassure customers that every effort will be made to redeploy our staff where possible and they will be fully supported throughout this process.

Next steps

We're now starting a period of local public consultation and we'd like you to tell us what you think about access to Post Office services in the area following the closure. The closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect.

We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative branches?
- Are the alternative branches easy for you to get into and are they easily accessible inside?
- If there are any local community issues you think we should know about that might be affected by the change?
- Do you have any suggestions that could help make the change better?

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code 019008.

postofficeviews.co.uk

Any information we receive will be considered as we finalise our plans. Posters and leaflets will now be displayed in branch to let customers know about this change to services and to ask their views. Please share this information with others in your organisation who may have an interest in the proposal. I've enclosed an information sheet that provides more details about the alternative branches.

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 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.

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.



Dates for local public consultation:

Local Public Consultation starts	13 January 2019
Local Public Consultation ends	27 March 2019
Proposed month of closure	July 2019

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process 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. A copy is available at the end of this letter.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive, not including Saturday and Sunday. Therefore please allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

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 steps 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	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 – 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	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.
	Transport/Parking Pay and display roadside parking is in the surrounding side streets.

Worlds End Post Office	
Address	351-353 Kings Road London SW3 5EX
Post Office Opening hours	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
Distance	Approximately 0.9 mile 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 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.
	Transport/Parking Time restricted pay and display roadside parking on Kings Road.

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 14:00 – 17:30	
	Thu	09:00 – 13:00	
	Fri	09:00 – 13:00 14:00 – 17:30	
	Sat	09:00 – 13:00	
	Sun	Closed	
	Distance	Approximately 1.4 mile 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>		

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.