



Dear Customer

## **Local public consultation - Have your say**

**Southall Post Office  
38 The Broadway, Southall, UB1 1PY**

We're writing to let you know about proposed changes to service provision in your area as a result of our plans to close Southall Directly Managed branch.

### **Why are we proposing this closure?**

We regularly review the network to analyse how customers use and access Post Office products and services in their local community. This helps us achieve our aim to have the right branch, in the right location to maximise customers' access to the Post Office services they require. In the current challenging economic climate, Post Office must ensure its limited funding benefits the maximum number of customers across the country to ensure that the network remains sustainable.

We believe there is enough provision of Post Office services to meet the needs of customers in the local area who currently use the Southall branch, without the need for a direct replacement of this branch. The existing provision, in addition to our plans to advertise the opportunity to operate one of our Local style branches in the area, will provide Southall branch customers with the access to the Post Office products and services they require. Additionally, as part of our continual review of the network, we will monitor customer usage in the local area and look to provide additional services in future, if needed.

### **We'd like your help**

We're now starting a period of local public consultation on access to Post Office services at nearby alternative branches. Lady Margaret Road Post Office is located approximately 0.6 miles away from Southall Post Office and a further three branches, Mount Pleasant Post Office, King Street Post Office and Western Road Post Office all within two miles. The information sheet in this leaflet provides more details about the alternative branches and the range of products that will be available. Your feedback is important to us as it will help to inform our decision.

### **What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **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?**

Please note the closure of the branch is a commercial decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the proposed change.

Local Public Consultation starts	<b>15 November 2023</b>
Local Public Consultation ends	<b>27 December 2023</b>
Proposed month of closure	<b>February/March 2024</b>

You can share your views on the proposed change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **027020**

### **How to share your views:**

#### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**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.



## Good to know

- The alternative branches offer a wide range of Post Office products and services and provide continued good access to our services. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counters of these branches.
- As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. Please be assured that our staff will be fully supported throughout this process.
- Any information we receive will be carefully considered as we finalise our plans.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- We would welcome any applications from potential retail partners interested in running a local style Post Office branch in the area on our behalf. The vacancy is currently being advertised on our website [www.runapostoffice.co.uk](http://www.runapostoffice.co.uk) and all applications will be fully considered. If you are aware of any interested parties, please do share the link with them.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and 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 Southall Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Thank you for considering our proposal.

Yours faithfully

*Martin Edwards*

**Martin Edwards**  
**Network Strategy & Delivery Director**  
**Post Office Limited**

**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.**

## Alternative branches

The latest available branch information, including additional alternatives Post Office services in the area, can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

Information on public transport routes and timetables can be accessed at [www.tfl.gov.uk](http://www.tfl.gov.uk)

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### Lady Margaret Road Post Office

189 Lady Margaret Road  
Southall  
UB1 2PT

#### Services

A range of products and services will be available. Please see service list for further details.

#### Access

This branch has a wide door with level access at the entrance and an internal ramp. A hearing loop will be available.

#### Opening times

Mon, Tue, Wed & Fri	09:00 -14:00 15:00 -17:30
Thu	09:00 -13:00
Sat & Sun	Closed

#### Getting there

Approximately 0.6 miles from Southall Post Office branch, along varied terrain. Time restricted Pay and Display parking is available nearby. Public transport is available to and from the surrounding areas.

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### Mount Pleasant Post Office

4 North Parade  
Southall  
UB1 2LF

#### Services

A range of products and services will be available. Please see service list for further details.

#### Access

This branch has a wide door and level access at the entrance. A low- level pin pad will be available.

#### Opening times

Mon - Fri	09:00 -18:00
Saturday	09:00 -13:00
Sunday	Closed

#### Getting there

Approximately 0.6 miles from Southall Post Office branch, along varied terrain. Roadside parking is available nearby with a dedicated disabled parking available. Public transport is available to and from the surrounding areas.

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### King Street Post Office

16 King Street  
Southall  
UB2 4DA

#### Services

A range of products and services will be available, with the addition of an external cash machine. Please see service list for further details.

#### Access

This branch has a wide door and a slight incline at the entrance. Low-level serving counters will be available.

#### Opening times

Mon - Sat	09:00 -17:30
Sunday	Closed

#### Getting there

Approximately 0.9 miles from Southall Post Office branch, along varied terrain. Time restricted Pay and Display parking is available nearby. Public transport is available to and from the surrounding areas.

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### Western Road Post Office

137a Western Road  
Southall  
UB2 5HL

#### Services

A range of products and services will be available. Please see service list for further details.

#### Access

This branch has a wide door and a ramp at the entrance. A low-level serving counter, hearing loop, low-level writing desk will be available.

#### Opening times

Mon - Fri	08:30 – 18:00
Saturday	08:30 – 16:00
Sunday	Closed

#### Getting there

Approximately 1.3 miles from Southall Post Office branch, along varied terrain. Roadside parking is available nearby. Public transport is available to and from the surrounding areas.

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## Post Office services available

For information about product availability call 03457 223344.

For details of maximum value of transactions, please speak to the operator.

	Southall	Lady Margaret Road	Mount Pleasant	King Street	Western Road
<b>Mail</b>					
First & Second Class mail	✓	✓	✓	✓	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓	✓	✓	✓	✓
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 (incl. 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	✓	✓	✓	✓	✓
<b>Withdrawals, deposits and payments</b>					
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	✓	✓	✓	✓	✓
Change giving	✓	✓	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓	✓	✓
Key recharging	✓	✓	✓	✓	✓
<b>Driving</b>					
Vehicle Tax	✓	✗	✗	✓	✓
Driving licence renewals	✓	✗	✗	✗	✗
International Driving Permits	✓	✗	✗	✗	✗
<b>Licences</b>					
Document Certification Service	✓	✗	✗	✓	✓
<b>Travel</b>					
Pre-order travel money	✓	✓	✓	✓	✓
On demand travel money	✓	✗	✗	✓	✓
Travel insurance referral	✓	✓	✓	✓	✓
On demand travel insurance	✓	✗	✗	✗	✓
Passport Check & Send	✓	✗	✗	✓	✓
<b>Other</b>					
Mobile Top-ups & E vouchers	✓	✓	✓	✓	✓
National Lottery Terminal	✗	✓	✓	✓	✓
<b>Payment by cheque</b>	✓	✓	✓	✓	✓

## **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](https://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 branch<sup>1</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>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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 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, Consumer 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> 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>2</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.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</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 <sup>3</sup> and <sup>4</sup> 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.