



Dear Customer

**The Parade Post Office®  
25-27 The Parade, Claygate, Esher, KT10 0PD**

**Changes to your Post Office® - tell us what you think**

We're talking to the postmaster about making some changes to the above Post Office to one of our new-style local branches. We'd like you to tell us what you think about the changes before we finalise our plans.

We're planning this change as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a local style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

**Your new Post Office branch**

Customers would access Post Office services at two low-screened, open-plan, modern serving points that are part of the retail counter. We'd adapt the current store layout, fixtures and fittings to accommodate the Post Office till if needed. The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

The branch would be open for longer: Mon – Sat 06:00 – 18:15 & Sun 06:00 – 13:00. You'll still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to go on-line, call us or visit an alternative Post Office. Details of product availability are provided overleaf. To get your new branch ready, it may need to close for up to seven days during November/December 2018 for refurbishment

**What's next?**

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it?
- What you think about the proposed new-look Post Office?  
For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till; the queuing area or access to services inside the premises.
- What you think about any changes to the opening hours?
- If you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead?
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area?

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient on-line survey via the following link [postofficeviews.co.uk](http://postofficeviews.co.uk) and using the search function either by entering branch name, postcode or the unique branch code 093023

If you have a QR scanner on your mobile phone, all you need to do is scan here:



We'll be accepting comments up to and including 2 October 2018. We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans.

You can also let us have your comments in the following ways:

[postofficeviews.co.uk](http://postofficeviews.co.uk)

FREEPOST Your Comments

**This is all you need to add to your envelope for your letter to reach us**

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

Call: 03452 66 01 15

Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do 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.

All of the responses received will also be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **When would the changes happen?**

Once the final decisions have been taken, we'll display a poster in branch to let you know the final plans. There will also be an information leaflet available in branch at the same time, outlining the main comments received and our response or if you are a local representative we'll write to you again.

We're planning to make these changes in November/December 2018 and we'll put a poster up in branch at least two weeks before to let you know the exact date. We'll make sure any disruption caused by the refurbishment is kept to a minimum.

The following branch will be happy to provide customers with Post Office services during this period.

- Esher Post Office, 23 High Street, Esher, KT10 9RN

We'll also be asking customers and local representatives for further feedback once the changes have taken place and details will be available in your new-look branch shortly after it opens.

**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.**

This communication process was agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, for on-site changes to the new local style branch under the Network Transformation programme, as part of our former Code of Practice for changes to the Post Office network, which was agreed with them. If you would like to see a copy of this Code, please contact us. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

**The Parade 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](http://www.postoffice.co.uk)**

	Current branch	New branch
<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	✓	✓
Express & contract parcels	✓	<b>Express 24 &amp; 48</b>
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	✓	x
Articles for the blind (inland & international)	✓	✓
Royal Mail redirection service	✓	✓
Local Collect	✓	✓
Drop & Go	✓	✓
<b>Withdrawals, deposits and payments</b>		
Post Office Card Account	✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓	✓
Postal orders	✓	✓
Moneygram	✓	✓
<b>Bill payments</b>		
Automated bill payments (card or barcoded)	✓	✓
Key recharging	✓	✓
<b>Driving</b>		
Car tax	✓	✓
<b>Licences</b>		
Rod fishing licences	✓	✓
<b>Travel</b>		
Pre-order travel money	✓	✓
On demand travel money	<b>Euros/Dollars</b>	<b>Euros/Dollars</b>
Travel insurance referral	x	✓
On demand travel insurance	✓	x
<b>Payment by cheque</b>		
	✓	<b>Car tax only</b>
Products marked x are available at <b>Esher</b> Post Office, 23 High Street, Esher, KT10 9RN	Opening times: Mon – Sat	09:00 – 17:30

## **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 closure<sup>1</sup>/ 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 representatives<sup>2</sup>, the Consumer Advocacy Bodies and selected charities<sup>3</sup>, 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 branch<sup>4</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>5</sup> 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**

<sup>1</sup>We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

<sup>2</sup> 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.

<sup>3</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 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.

<sup>4</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>5</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.

