



Dear Customer

Trafalgar Square Post Office®
24-28 William IV Street, London, WC2N 4DL

Local Public Consultation Decision

I recently wrote to let you know that, as a consequence of the landlord's extensive development plans and their subsequent impact on the branch, regrettably, Trafalgar Square Post Office branch would be closing. I can now confirm the branch will close permanently at this location at 16:00 on 24 December 2018.

We recognise the importance of Post Office services to the area which is why we are committed to re-establishing services as soon as possible. However, commercial challenges and the changing shape of the high street and customer habits mean re-establishing a like-for-like replacement is not necessarily the best solution. It is important that any replacement Post Office service be fit for purpose, commercially sustainable and in the right place for customers. We are continuing to search the area and talk to local retailers but these are complex negotiations and we are not yet in a position to provide an update on our plans for the area.

Public consultation responses

To help inform our plans for a replacement service, we carried out a period of local public consultation to gain a better understanding of local needs and preferences as regards Post Office services following the closure. During the 6 week local consultation period we received 49 individual representations from customers and local representatives. Post Office representatives also met with Westminster City Council to discuss Post Office service provision in the Trafalgar Square area. The feedback we received focused on the time and distance to the alternative locations, particularly for local business customers, and the loss of access to philatelic products and collectibles. All the feedback helped us to better understand the views of customers and their representatives and I would like to thank everyone who took the time to let us have their comments and provide information.

Access to Post Office services

We've considered the feedback received during consultation from customers and local representatives very carefully, particularly the concerns raised around future accessibility of our services.

We would like to apologise for the inconvenience this unavoidable closure will cause. There are several branches in the area which may provide suitable alternatives for customers. Lower Regent Street Post Office is located just 0.5 miles from Trafalgar Square Post Office and a further four branches, New Oxford Street, Poland Street, Aldwych and Broadway Post Office are within a mile of Trafalgar Square branch. I can also confirm that the Philatelic and collectables services will be transferring to Broadway Post Office and customers will be made aware of the details of this change.

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. Further information about the alternative branches in the area are given in the information sheet at the end of this letter.

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

Conclusion

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. Without doubt the Post Office has a special position in the community and re-establishing services in the Trafalgar Square area remains a top priority.

The branch will cease trading from 16:00 on Monday 24 December 2018.

You can also find a copy of this letter on our website at postofficeviews.co.uk.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREPOST Your Comments

Alternative branches in the area

Lower Regent Street Post Office															
Address	11 Lower Regent Street London SW1Y 4LR														
Post Office Opening hours	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon</td><td style="text-align: center;">08:00 – 18:30</td></tr> <tr><td style="text-align: center;">Tue</td><td style="text-align: center;">08:00 – 18:30</td></tr> <tr><td style="text-align: center;">Wed</td><td style="text-align: center;">08:00 – 18:30</td></tr> <tr><td style="text-align: center;">Thu</td><td style="text-align: center;">08:00 – 18:30</td></tr> <tr><td style="text-align: center;">Fri</td><td style="text-align: center;">08:00 – 18:30</td></tr> <tr><td style="text-align: center;">Sat</td><td style="text-align: center;">10:00 – 17:30</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">12:00 – 16:00</td></tr> </table>	Mon	08:00 – 18:30	Tue	08:00 – 18:30	Wed	08:00 – 18:30	Thu	08:00 – 18:30	Fri	08:00 – 18:30	Sat	10:00 – 17:30	Sun	12:00 – 16:00
Mon	08:00 – 18:30														
Tue	08:00 – 18:30														
Wed	08:00 – 18:30														
Thu	08:00 – 18:30														
Fri	08:00 – 18:30														
Sat	10:00 – 17:30														
Sun	12:00 – 16:00														
Distance	This Post Office service is located approximately 0.5 miles away from Trafalgar Square branch, along varied terrain.														
Products & Services	The same range of services will be available with the exception of Home Office Biometric Enrolment, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) licence application services.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>This branch has a wide door and level access at the entrance. Internally there is a low level serving counter and PIN pad, and a hearing loop.</p> <p style="text-align: center;">Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables, including preferences for customers with limited mobility, can be accessed at www.tfl.gov.uk</p>														

New Oxford Street Post Office															
Address	71-75 New Oxford Street London WC1A 1DG														
Post Office Opening hours	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Mon</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Tue</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Wed</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Thu</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Fri</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Sat</td><td style="text-align: center;">00:01 – 23:59</td></tr> <tr><td style="text-align: center;">Sun</td><td style="text-align: center;">00:01 – 23:59</td></tr> </table>	Mon	00:01 – 23:59	Tue	00:01 – 23:59	Wed	00:01 – 23:59	Thu	00:01 – 23:59	Fri	00:01 – 23:59	Sat	00:01 – 23:59	Sun	00:01 – 23:59
Mon	00:01 – 23:59														
Tue	00:01 – 23:59														
Wed	00:01 – 23:59														
Thu	00:01 – 23:59														
Fri	00:01 – 23:59														
Sat	00:01 – 23:59														
Sun	00:01 – 23:59														
Distance	This Post Office service is located approximately 0.6 miles away from Trafalgar Square branch, along varied terrain.														
Products & Services	A wide range of Post Office services will be available.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>This branch has a wide door and level access at the entrance. Internally, there is a hearing loop.</p> <p style="text-align: center;">Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables, including preferences for customers with limited mobility, can be accessed at www.tfl.gov.uk</p>														

Poland Street Post Office															
Address	14 Poland Street London W1F 8QD														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>07:00 – 22:00</td></tr> <tr><td>Tue</td><td>07:00 – 22:00</td></tr> <tr><td>Wed</td><td>07:00 – 22:00</td></tr> <tr><td>Thu</td><td>07:00 – 23:00</td></tr> <tr><td>Fri</td><td>07:00 – 23:00</td></tr> <tr><td>Sat</td><td>08:00 – 22:00</td></tr> <tr><td>Sun</td><td>09:00 – 20:00</td></tr> </table>	Mon	07:00 – 22:00	Tue	07:00 – 22:00	Wed	07:00 – 22:00	Thu	07:00 – 23:00	Fri	07:00 – 23:00	Sat	08:00 – 22:00	Sun	09:00 – 20:00
Mon	07:00 – 22:00														
Tue	07:00 – 22:00														
Wed	07:00 – 22:00														
Thu	07:00 – 23:00														
Fri	07:00 – 23:00														
Sat	08:00 – 22:00														
Sun	09:00 – 20:00														
Distance	This Post Office service is located approximately 0.7 miles away from Trafalgar Square branch, along varied terrain.														
Products & Services	A wide range of Post Office services are available.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>This branch has a wide door and a small step at the entrance. Internally, there is a hearing loop.</p> <p style="text-align: center;">Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables, including preferences for customers with limited mobility, can be accessed at www.tfl.gov.uk.</p>														

Aldwych Post Office															
Address	95 Aldwych London WC2B 4JN														
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>Closed</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	Closed	Sun	Closed
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	Closed														
Sun	Closed														
Distance	This Post Office service is located approximately 0.6 miles away from Trafalgar Square branch, along varied terrain.														
Products & Services	The same range of services will be available with the exception of Home Office Biometric Enrolment. This branch has 4 self serve kiosks.														
Accessibility	<p style="text-align: center;">Access and facilities</p> <p>This branch has a wide automatic door and level access at the entrance and throughout the branch. Internally, there is a low level writing desk, a low level serving counter and PIN pad, and a hearing loop.</p> <p style="text-align: center;">Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables, including preferences for customers with limited mobility, can be accessed at www.tfl.gov.uk</p>														

Broadway Post Office			
Address	1 Broadway London SW1H 0AX		
Post Office Opening hours	Mon	09:00 – 18:00	
	Tue	09:30 – 18:00	
	Wed	09:00 – 18:00	
	Thu	09:00 – 18:00	
	Fri	09:00 – 18:00	
	Sat	Closed	
	Sun	Closed	
Distance	Approximately 1 mile from Trafalgar Square Post Office branch, along varied terrain.		
Products & Services	The same wide range of products and services are available. Full Philatelic services will be available shortly. This branch has 4 self serve kiosks.		
Accessibility	Access and facilities Access is via steps with handrails. A low level serving counter, low level writing desks low level PIN pads and hearing loops are available.		
	Transport Public transport is available to and from the surrounding area. Information on routes and timetables, including preferences for customers with limited mobility, can be accessed at www.tfl.gov.uk		

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.

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.

