



Dear Customer

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

Further to my previous letter, I am now writing 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 will close permanently at this location in December 2018.

Whilst retaining the branch in the current premises after its development was not a suitable option, we are committed to re-establishing services in the area. We continue to look for a long-term solution and we will consider all options for providing Post Office services in the Trafalgar Square area. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. This could include reopening a branch in new premises operated by a retail partner or opening a number of smaller branches in the area, providing customers with greater convenience and longer opening hours. When doing this, it is important that any new service introduced is sustainable both now and in the long-term.

At this stage we are not able to put a timeframe on establishing replacement services as it is important that any new service introduced is sustainable for both the Post Office and any new operator. Any future changes to service provision would be handled in line with our Principles of Community Engagement.

We would like to apologise for the inconvenience this unavoidable closure will cause. In the meantime 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 the current branch.

Further details of these branches are provided on the enclosed information sheet. We will continue to monitor service provision at these branches following the closure, to make sure that customer service standards are maintained.

It would be helpful if you could share this information 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 the Post Office in Trafalgar Square. If you would like a supply of posters, please let us know.

We would welcome any applications from potential retail partners interested in running a branch on our behalf. The vacancies are currently being advertised on our website www.runapostoffice.co.uk and all applications will be carefully considered. If you are aware of any interested parties, please do share the link with them.

Consulting on our plans

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. Any feedback received will be used to inform our plans for a replacement service. 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 once inside?
- Are there 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?

If you're a local representative, it would be helpful if you could share this information 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 the Post Office in Trafalgar Square. If you would like a supply of posters please let us know.

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 **015010**.

postofficeviews.co.uk

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



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

postofficeviews.co.uk

FREEPOST Your Comments
**(This is the full address to use.
No further address or name details are required)**

comments@postoffice.co.uk

Call: 03452 66 01 15
Textphone: 03457 22 33 55

Post Office Ltd is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

Dates for local public consultation:

Local Public Consultation starts	25 September 2018
Local Public Consultation ends	7 November 2018
Proposed month of change	December 2018

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. We carry out such engagement in line with our Principles 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.

Posters will now be displayed in branch to let customers know about this change and we'll be in touch again as soon as we have an update on our plans for the area. We're currently making the final arrangements for the closure and further information will be provided in branch once the date has been agreed. We can confirm that the branch will remain open for the lead up to the busy Christmas period.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Customer Helpline: 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.

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy

Alternative branches in the area

Lower Regent Street Post Office				
Address	11 Lower Regent Street London SW1Y 4LR			
Post Office Opening hours		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 Street 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	Access and facilities 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.			
	Transport Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at www.tfl.gov.uk .			

New Oxford Street Post Office				
Address	71-75 New Oxford Street London WC1A 1DG			
Post Office Opening hours		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 Street branch, along varied terrain.			
Products & Services	A wide range of Post Office services will be available.			
Accessibility	Access and facilities This branch has a wide door and level access at the entrance. Internally, there is a hearing loop.			
	Transport Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at www.tfl.gov.uk .			

Poland Street Post Office				
Address	14 Poland Street London W1F 8QD			
Post Office Opening hours		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 Street branch, along varied terrain.			
Products & Services	A wide range of Post Office services are available.			
Accessibility	<p>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>Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables can be accessed at www.tfl.gov.uk.</p>			

Aldwych Post Office				
Address	95 Aldwych London WC2B 4JN			
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	Closed	
		Sun	Closed	
Distance	This Post Office service is located approximately 0.6 miles away from Trafalgar Street 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>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>Transport</p> <p>Public transport is available to and from the surrounding area. Information on routes and timetables 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. 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 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