



Dear Customer

Branch Temporary Closure

**Wembley Post Office
399 High Road, Wembley, HA9 6AA**

For health and safety reasons Wembley Post Office branch had to close and it re-opened on Friday 2 June 2023. We apologise for the service disruption over recent weeks.

As you may be aware the branch is operated on our behalf by a temporary postmaster. Post Office have undertaken a comprehensive review of the network to ensure that it continues to meet evolving customer needs in a very challenging economic climate. This review examined the network at a very detailed, local level, analysing customer demand and accessibility of Post Office products and services. Consequently, it has informed our plans for the Network as we work to ensure that, our funding and resources are allocated to deliver maximum benefit for all customers. Subsequently, at this time we are not looking to continue to provide a temporary interim service at Wembley due to limited funding and the branch will close on Thursday 15 June 2023 at 17:30.

I would like to assure you that we are working hard to keep any period of closure to a minimum and we are currently investigating the options available which will enable us to reinstate a Post Office service to the local community. In exploring this, it is important that any future service is sustainable for the person operating the service, and for Post Office Limited.

During the closure of the branch Biometric Residence Permit (BRP) transactions will temporarily relocate to Barn Hill Post Office, 6 Grand Parade, Forty Avenue, Wembley, HA9 9JS.

If you have any questions you would like to raise about this matter, please write to me via the National Consultation Team at the address shown at the end of the letter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence".

Any future changes to service provision would be handled in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We will display posters in the branch to inform customers.

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 the Post Office in the local community. If you would like a supply of posters, please let us know.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have any news about our plans for future service provision.

Yours faithfully

Zoe Hall

Zoe Hall
Network Provision Lead

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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

Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Information on public transport routes and timetables can be accessed at
www.tfl.gov.uk

Wembley Hill Post Office

325 Harrow Road
Wembley
HA9 6BA

Opening times

Monday to Friday	08:00 – 18:00
Saturday	09:00 – 17:00
Sunday	Closed

Getting there

This Post Office service is located approximately 0.3 miles away from Wembley branch, along varied terrain. Pay and display parking is available on Chatsworth Avenue and on Oakington Manor Drive. There are local buses serving in the surrounding area.

Services

Offers similar services, with National Lottery, Euros and Dollars On Demand Travel Money, however excluding, a comprehensive range of Travel Money, Vehicle Tax, and On Demand Travel Insurance.

Access

This branch has a wide door and access is via a step at the entrance.

Internally, there is a hearing loop.

Wembley Park Boulevard Post Office

18 London Designer Outlet
Wembley Park Boulevard
Wembley
HA9 0TG

Opening times

Monday to Friday	10:00 – 17:30
Saturday	10:00 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 0.6 miles away from Wembley branch, along varied terrain. Parking is available at the London Designer Outlet multistorey car parks. There is a frequent bus service available between Wembley branch and this Post Office service. The nearest bus stop is approximately 250 metres away.

Services

Offers similar services, with the addition of National Lottery, however excluding, a comprehensive range of Travel Money, Vehicle Tax, Passport Check & Send, and On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

Alperton Post Office

200 Ealing Road
Wembley
HA0 4QG

Opening times

Monday Tuesday Wednesday	09:30 – 17:30
Thursday & Friday	09:30 – 17:00
Saturday	09:30 – 13:00
Sunday	Closed

Getting there

This Post Office service is located approximately 0.8 miles away from Wembley branch, along varied terrain. Pay and display parking is available on the side roads at Bowrons Avenue and Stanley Avenue. There is a frequent bus service available between Wembley branch and this Post Office service. The nearest bus stop is approximately 200 metres away.

Services

Offers the same services, with the addition of National Lottery.

Access

This branch has a wide door and level access at the entrance.

Internally, there is a hearing loop and space for a wheelchair.

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

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.

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

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

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.