



Dear Customer

West Ewell Post Office®
248 Chessington Road, Ewell, Epsom, KT19 9XF

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Ewell Store at Chessington Road, Ewell, Epsom, KT19 9XA, where it will be operated by a retail partner and change to one of our local style branches.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The current branch will close at 17:30 on Tuesday 13 April 2021, with the new branch opening, at Ewell Store, Chessington Road, at 13:00 on Thursday 15 April 2021. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Epsom Post Office, 59 High Street, Epsom, KT19 8DH
- Poole Road Post Office, 53 Poole Road, Epsom, KT19 9SQ

The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager

postofficeviews.co.uk

comments@postoffice.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.

Appendix A

Response to Local Public Consultation

Consultation started 27 October 2020

Consultation ended 8 December 2020

Consultation responses

- 9 responses from customers and local representatives

Key issues raised

- Distance, Parking and Access
- Space, Counters and Queues
- Staff and Customer Service
- Products and Services

Response to issues raised

We recognise that some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to. In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the West Ewell Post Office into a retail environment alongside the introduction of one of our local style branches will help secure the long-term future of Post Office services to the community in Ewell.

Distance, Parking and Access

The new branch will be located approximately 110 metres away from the current branch, along level terrain. With any relocation it is inevitable that whilst some customers will have an easier journey, regrettably others will have further to travel.

Whilst I have considered the comments raised about parking, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However, I have conducted a further review of parking, and I can confirm that time restricted roadside parking is available outside Ewell Store and further roadside parking is available on the side street on Plough Road within 30 metres. There is also a free car park with designated marked disabled bays on Richards Field within 75 metres from the new premises. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. The Ewell Store is located in a small row of shops on Chessington Road in Ewell. Currently there is a step at the entrance to the new premises with a wide door. I'm pleased to confirm that the new operator will be making adjustments to improve access for customers. A portable ramp will be available for any customers who are unable to manage the step. A signage will be installed to let customers know that the portable ramp is available at the entrance and explaining how to request it. When the new Post Office opens a bell will also be installed for customers to ring for assistance and both this and the signage will be accessible to wheelchair users and customers with mobility issues.

The new agent will be completing refurbishment of the premises and the outside of the building will also be repainted and have new Post Office signage.

Space, Counters and Queues

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers.

We will work closely with the new agent to plan the interior layout of the Post Office counters area, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and customers including wheelchair users have sufficient space to move around the store. A Post Office sign will be installed above the Post Office counter.

The new local style Post Office will operate from a Post Office serving point located at the shop counter, enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Post Office customers will also benefit from longer opening hours provided at the retail counter. This also means that some customers won't have to join the main Post Office queue, helping to reduce waiting times at the main counter. Also staffing levels are aligned to meet customer demand particularly at peak times.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better.

Staff and Customer Service

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers.

The new operator and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training includes guidance on respecting customer confidentiality and safeguarding privacy. They have also completed compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly, with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Products and Services

The Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However, I can confirm that the vast majority of Post Office products and services will continue to be available following the change and the small number of services that will not be offered will continue to be available at Epsom Post Office which can be accessed by a direct bus service.

Unfortunately, we are not able to provide an external Post Office branded cash machine at the new site. If required, customers can also access 24-hour ATM facilities at our nearby Stoneleigh Post Office branch.

Personal banking customers can also make free cash withdrawals at the Post Office till point and the extended opening hour's means that they will have access to their funds, seven days a week. For withdrawals at a Post Office counter, standard branch limits apply, customers can still collect benefits in cash using our everyday banking services or Post Office card account and withdraw up to £1000 within the daily limit.

Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

With regards to the post box, our normal procedure is to inform Royal Mail of our proposal as they are responsible for all matters relating to the delivery and acceptance of mail including the siting of post boxes. The decision on whether to relocate or install a new Post Box is therefore for them to make and as a separate business to Post Office Ltd they will have their own procedures to follow, which may include submission of planning applications and consideration of other utilities in the area. I can also confirm that the Post Box will remain at the current location.

Appendix B

West Ewell Post Office information sheet															
Address	Ewell Store 212 Chessington Road Ewell Epsom KT19 9XA														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>07:30 – 22:00</td></tr> <tr><td>Tue</td><td>07:30 – 22:00</td></tr> <tr><td>Wed</td><td>07:30 – 22:00</td></tr> <tr><td>Thu</td><td>07:30 – 22:00</td></tr> <tr><td>Fri</td><td>07:30 – 22:00</td></tr> <tr><td>Sat</td><td>07:30 – 22:00</td></tr> <tr><td>Sun</td><td>07:30 – 21:00</td></tr> </table>	Mon	07:30 – 22:00	Tue	07:30 – 22:00	Wed	07:30 – 22:00	Thu	07:30 – 22:00	Fri	07:30 – 22:00	Sat	07:30 – 22:00	Sun	07:30 – 21:00
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Sun	07:30 – 21:00														
Distance	Within 110 metres away from the current branch, along level terrain.														
Products & Services	A wide range of products and services will be available.														
Serving positions	There will be a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p>Access and facilities Currently the Ewell Store has a wide door with a small step at the entrance. A bell and signage will be installed at the entrance to the new premises and a portable ramp will be available on request. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available outside the Ewell Store and further roadside parking is available on the side street on Plough Road within 30 metres. There is also a free car park with designated marked disabled bays on Richards Field within 75 metres from the new premises.</p>														
Retail	Convenience Store and Pet Supplies														
Date of move	13:00 on Thursday 15 April 2021														

West Ewell Post Office® services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. 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	✓
Withdrawals, deposits and payments	
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	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	
National Lottery Terminal	✓
Payment by cheque	
Products marked ✗ are available at Epsom Post Office, 59 High Street, Epsom, KT19 8DH	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 15:00
and Poole Road Post Office, 53 Poole Road, Epsom, KT19 9SQ	Opening times: Mon – Sat 08:00 – 21:00

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.