



Councillor James Barber  
Councillor for East Dulwich  
Members' Room  
160 Tooley Street  
LONDON  
SE1 2QH

9 February 2015

Dear Cllr Barber

Lordship Lane (369) Post Office®  
369 Lordship Lane, London, SE22 8JJ

**Proposed move to new premises & branch modernisation**

I'm writing to let you know that we are proposing, with the Postmaster's agreement to move the above Post Office branch to a new location – Costcutter, 393 – 395 Lordship Lane, London, SE22 8JN. I'm pleased to tell you that, if the move goes ahead, subject to consultation it will change to one of our new local style branches.

This change is part of a major programme of modernisation and investment taking place across the Post Office network, the largest in the history of Post Office Ltd, which will see up to 8,000 branches modernised and additional investment in over 3,000 community and outreach branches. The programme is underpinned by Government investment, with the Government committing £1.34bn in 2010 to maintain and modernise the Post Office network and in November 2013 announcing a further £640m investment in the Post Office network until 2018.

**What will this mean for customers?**

- Post Office services will be offered from a till on the retail counter in a modern open plan branch
- Longer opening hours
- The majority of Post Office products and services will still be available

**Consulting on the proposed new location**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. Before we finalise our plans, we would really like to hear your views on the proposed location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Do you have any concerns about the new location?
- If so, do you have any suggestions that could help us make it better for you?
- Any local community issues which you think could be affected by the proposed move
- Anything you particularly like about the proposed change

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

## Code of Practice for changes to the Post Office® network

### What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

### How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

### How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postoffice.co.uk/transforming-post-office](http://www.postoffice.co.uk/transforming-post-office)

**Lordship Lane (369) Post Office® services available**

**Your Postmaster or our Customer Helpline on 08457 223344 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at [www.postoffice.co.uk](http://www.postoffice.co.uk)**

		Current branch	New branch
Mail			
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		✓	Express 24 & 48
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		✓	✓
Withdrawals, deposits and payments			
Post Office Card Account		✓	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card & enveloped cheque deposits. Also barcoded deposit slips.		✓	✓
Postal orders		✓	✓
Moneygram		✓	✓
Bill payments			
Automated bill payments (card or barcoded)		✓	✓
Key recharging		✓	✓
Transcash (without barcode)		✓	x
Financial services			
NS&I Premium Savings Bonds		✓	x
Licences			
Rod fishing licences		✓	✓
Travel			
Pre-order travel money		✓	✓
Travel insurance referral		x	✓
On demand travel insurance		✓	x
Mobile Top-ups & E vouchers		✓	✓
National Lottery Terminal		x	✓
Payment by cheque		✓	x
Products marked x are available at East Dulwich Post Office, 74 – 76 Lordship Lane, London, SE22 8HH		Opening times: Mon, Wed, Thu & Fri 09:00 – 17:30 Tue 09:30 – 17:30 Sat 09:00 – 12:30	

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. 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 information we receive will be considered as we finalise our plans for the new branch. Other people in your organisation may be interested in this proposal, so please let them know about it.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 10400799

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

#### Dates for local public consultation:

Local Public Consultation starts	10 February 2015
Local Public Consultation ends	24 March 2015
Proposed month of change	May/June 2015

Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

Thank you for considering our proposal. At the end of the consultation I'll be in touch again to let you know our final plans.

Yours faithfully



Will Russell  
Regional Network Manager

#### How to contact us:

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

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

 Customer Helpline: 08457 22 33 44  
Textphone: 08457 22 33 55

 FREEPOST Your Comments

Want to tell us what you think  
right here and now – scan here

If you don't have a QR code  
scanner on your phone, you  
can find one in your app store.



Please note this is the full address to use and no further address details are required.

Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered

Post Office Ltd can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the Customer Helpline on 08457 22 33 44.

Lordship Lane Post Office information sheet	
---	--

	Current Post Office location			Proposed new Post Office branch location (subject to local public consultation)		
Address	369 Lordship Lane London SE22 8JJ			Costcutter 393 – 395 Lordship Lane London SE22 8JN		
Post Office opening hours  42 1/2 46 1/2		Mon	09:00 – 17:30		Mon	07:00 – 23:00
		Tue	09:00 – 17:30		Tue	07:00 – 23:00
		Wed	09:00 – 17:30		Wed	07:00 – 23:00
		Thu	09:00 – 17:30		Thu	07:00 – 23:00
		Fri	09:00 – 17:30		Fri	07:00 – 23:00
		Sat	09:00 – 13:00		Sat	07:00 – 23:00
		Sun	Closed		Sun	08:00 – 23:00
	Distance	200 metres away from the current branch, along varied terrain.				
Accessibility & Accessibility works	Access and facilities Current branch has level access the entrance.			Access and facilities Currently the proposed premises has a wide door and a step at the entrance, however subject to planning permission a permanent ramp would be installed. Internally, there would be a hearing loop and space for a wheelchair.		
	Parking Roadside parking is available nearby.			Parking Roadside parking is available nearby to the proposed premises.		
Retail	Green Grocer's			Convenience store		
Local Public Consultation starts	10 February 2015					
Local Public Consultation ends	24 March 2015					
Proposed month of change	May/June 2015					