



«Name» - «TitlePosition»
«Organisation»
«Add1»
«Add2»«Add3»«Add4»
«Add5»
«Postcode»

10 April 2017

Dear «u_name»

Blendon Post Office®
141 Blendon Road, Bexley, DA5 1BT

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to move the above Post Office branch to Premier, Sherwood Park Avenue, Sidcup, DA15 9JN, where it will operate as one of our new local style Post Office branches.

We received 18 individual responses from customers and local representatives during the local public consultation period. In the main, feedback focused on the busy nature of the shopping parade at the proposed location, parking and the availability of space inside the shop. Respondents also commented that getting to the proposed location involves the crossing of main roads and junctions.

As part of the consultation process, Post Office Ltd also meets with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council to review all the consultation responses. All the feedback helped me to understand customers' concerns and to make sure that all such information was taken into account in making a decision.

The move of this branch is part of our modernisation and investment plans to provide a Post Office network that is sustainable and will better meet customer needs for the future. As part of the programme, our proposal to relocate Blendon Post Office aims to secure Post Office services to the local community for the longer term by providing a more modern and commercially viable service. A number of factors are taken into account when considering an appointment; including access, the size of the premises and the suitability of the host retailer. The processes we follow are established and robust and the new operator was successfully appointed following the completion of our application process.

We acknowledge that the new premises are approximately 400 metres away from the current site and appreciate that this will inconvenience some people. In situations such as this there will always be some customers who are more inconvenienced than others and we can only apologise for this. In terms of accessing the new location from the current site, there are well maintained pavements with dropped kerbs along the route. To further assist customers to access the new branch, the new operator will be approaching the local authority to suggest the provision of light controlled pedestrian crossings at suitable points on Penhill Road and Blackfen Road. There is also a frequent bus service to our Blackfen Road Post Office branch, which for some people may provide a more convenient alternative option.

While I have considered the concerns about parking in the area surrounding the new location, 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 and parking restrictions are matters outside of the direct control of Post Office Limited, however I have conducted a further review. There is time restricted roadside parking directly outside the premises and free parking on the opposite side of Sherwood Park Avenue. I am therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

We recognise 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 possible. The new operator fully understands they are responsible for making sure that their premises meet with all relevant legislation and I am pleased to confirm that before the new Post Office opens they will install a permanent internal ramp at the entrance.

Internally, the new branch will be built in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office 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. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the shop and access Post Office services without difficulty.

We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Staff training is to Post Office standards and includes instructions and guidelines to safeguard customer privacy and confidentiality. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

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. The change also means that Post Office opening hours are aligned to the shop so local residents will benefit from significantly longer opening hours, including lunch times, Wednesday and Saturday afternoons, Sunday opening and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better. 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.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I remain satisfied that the new branch is suitably located and that this new way of offering Post Office services will continue to meet customer needs, whilst helping to provide long term viability and future sustainability for Post Office service provision in the local community.

The current branch will close at 17:30 on Tuesday 13 June 2017, with the new branch opening, at Premier, Sherwood Park Avenue, at 13:00 on Wednesday 14 June 2017. 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 an alternative Post Office branch are provided below for your convenience:

- Blackfen Post Office, 3 – 4 Blackfen Parade, Blackfen Road, Sidcup, DA15 9LU

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 05501499

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.



Thank you for considering our proposal.

Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55
-  FREEPOST Your Comments

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

This document is also available to view online, to see it – scan here.

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



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

| Blendon Post Office information sheet | | | | | | | | | | | | | | | |
|--|--|--------|---------------|---------|---------------|-----------|---------------|----------|---------------|--------|---------------|----------|---------------|--------|---------------|
| Address | Premier Sherwood Park Avenue Sidcup DA15 9JN | | | | | | | | | | | | | | |
| Opening hours | <table><tr><td>Monday</td><td>06:00 – 22:00</td></tr><tr><td>Tuesday</td><td>06:00 – 22:00</td></tr><tr><td>Wednesday</td><td>06:00 – 22:00</td></tr><tr><td>Thursday</td><td>06:00 – 22:00</td></tr><tr><td>Friday</td><td>06:00 – 22:00</td></tr><tr><td>Saturday</td><td>06:00 – 22:00</td></tr><tr><td>Sunday</td><td>06:00 – 22:00</td></tr></table> | Monday | 06:00 – 22:00 | Tuesday | 06:00 – 22:00 | Wednesday | 06:00 – 22:00 | Thursday | 06:00 – 22:00 | Friday | 06:00 – 22:00 | Saturday | 06:00 – 22:00 | Sunday | 06:00 – 22:00 |
| Monday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Tuesday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Wednesday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Thursday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Friday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Saturday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Sunday | 06:00 – 22:00 | | | | | | | | | | | | | | |
| Distance | 400 metres away from the current branch, along level terrain. | | | | | | | | | | | | | | |
| Products & Services | The majority of Post Office products and services will still be available. | | | | | | | | | | | | | | |
| Accessibility & accessibility works | <p>Access and facilities</p> <p>Access will be via a permanent internal ramp at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There is time restricted parking directly outside the premises as well as free parking on the opposite side of the road.</p> <p>Buses</p> <p>There is a frequent bus service available between the current branch and the new premises. The nearest bus stop is approximately 140 metres away from the premises.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | Wednesday 14 June 2017 at 13:00 | | | | | | | | | | | | | | |

Blendon Post Office® services available

Your Postmaster or our Customer Helpline on 03457 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

| | 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 | ✓ |
| 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 | ✓ |
| Articles for the blind (inland & international) | ✓ |
| Royal Mail redirection service | ✓ |
| Local Collect | ✓ |
| Drop & Go | ✓ |
| Withdrawals, deposits and payments | |
| Post Office Card Account | ✓ |
| All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) | ✓ |
| Postal orders | ✓ |
| Moneygram | ✓ |
| Change giving | ✓ |
| Bill payments | |
| Bill payments (card, barcoded or manual) | ✓ |
| Key recharging | ✓ |
| Transcash (without barcode) | ✓ |
| Licences | |
| Rod fishing licences | ✓ |
| Travel | |
| Pre-order travel money | ✓ |
| On demand travel money | Euros/Dollars |
| Travel insurance referral | ✓ |
| | |
| Mobile Top-ups & E vouchers | ✓ |
| National Lottery Terminal | ✓ |
| Payment by cheque | ✓ |
| <p>Other products are available at Blackfen Post Office, 3 – 4 Blackfen Parade, Blackfen Road, Sidcup, DA15 9LU</p> <p>Opening times: Mon – Fri 08:30 – 17:30 Sat 09:00 – 17:30</p> | |