



Dear Sir/Madam

Crayford Post Office®
Previously Located at: 171-173 Crayford Road, Dartford, DA1 4HA
Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with our proposal to re-open the above Post Office branch at Crayford Library, 176 Town Hall Square, Crayford, DA1 4FN, and would operate as one of our new main style Post Office branches.

We received 58 individual responses from customers and local representative during the consultation period, all in support of the move. Respondents welcomed the restoration of Post Office services in Crayford, the ease of access, more space, modern layout and longer opening times at the proposed new branch. This feedback enabled me to improve my understanding of customers' views and was taken into account before finalising our plans for the new branch.

I have carefully considered our original proposal and the feedback received during the local public consultation period, along with the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new site, I am confident 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.

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. Access will be via a permanent ramp with handrails and a wide door at the entrance. Internally, a modern, new main style Post Office branch will be built to our high specifications, with one screened and two open plan counter positions and incorporating low-level facilities.

We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles. Customers will be able to transact the same wide range of products and services as previously, with the addition of a wider selection of on demand Travel Money. Details of the new branch are provided at the end of this letter.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in the new branch soon to let customers know the actual date the move will take place.

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: 06101499

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 faithfully



Suzanne Richardson
Regional Network Manager

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.**

We've published our
final plan on-line, 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 03452 66 01 15
or Textphone 03457 22 33 55.**

Details of the new service:

Crayford Post Office information sheet															
Address	Crayford Library 176 Town Hall Square Crayford DA1 4FN														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:30 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 17:30</td></tr> <tr><td>Wed</td><td>09:30 – 19:30</td></tr> <tr><td>Thu</td><td>09:30 – 17:30</td></tr> <tr><td>Fri</td><td>09:30 – 17:30</td></tr> <tr><td>Sat</td><td>09:30 – 17:00</td></tr> <tr><td>Sun</td><td>closed</td></tr> </table>	Mon	09:30 – 17:30	Tue	09:30 – 17:30	Wed	09:30 – 19:30	Thu	09:30 – 17:30	Fri	09:30 – 17:30	Sat	09:30 – 17:00	Sun	closed
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Sat	09:30 – 17:00														
Sun	closed														
Distance	200 metres away from previously closed branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available with a wider selection of on demand travel money.														
Serving positions	There will be three serving positions. These will be a mixture of one screened and two open plan counters.														
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide door and a ramp with a handrail. Internally, there will be a hearing loop, a low level writing desk, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Time restricted roadside parking is available nearby. There is also a public carpark within 100 metres of the new premises</p>														
Retail	Cards and Stationery														
Date of relocation	To be confirmed in branch														