



Dear Customer

Donaghadee Post Office®
1-3 New Street, Donaghadee, BT21 0AG

I'm writing to update you on our plans for Post Office services in Donaghadee.

We are now proposing, with the postmaster's agreement, to move the above Post Office branch to a new location - Russell's, 7-11 Bridge Street, Donaghadee, BT21 0AD. If the move goes ahead, subject to consultation, the branch will change to one of our new local style branches.

Why are we moving?

We're proposing this move as part of the ongoing modernisation of our branch network. Over the last five years we have transformed over 7,500 branches so more customers can access Post Office products and services in a modern and friendly environment, often over longer hours including Sundays. We are confident that introducing a local style branch alongside a successful retail store is the most effective way to safeguard sustainable Post Office services in the local community into the future.

Your new Post Office branch

Customers would access Post Office services at two low-screened, open-plan, modern serving points that are part of the retail counter. Working with the new postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office tills. The branch will offer a wide range of Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with local style branches stands at 96 per cent, and nearly 20 per cent of local branch customers visit outside traditional opening hours.

Alongside our proposal to move Donaghadee Post Office to Russell's we also plan to open a new Post Office in Donaghadee at the Eurospar, 104 Moat Street, Donaghadee, BT21 0ED. You may recall we previously carried out a public consultation on this branch in 2016.

The new service in Donaghadee will also be one of our local style branches with a low-screened, open-plan Post Office serving point at the retail counter, offering a wide range of Post Office transactions alongside retail purchases. The new service will offer long opening hours, with the Post Office opening hours in line with the retail business.

The competitive landscape in the high street is changing and we must adapt and develop our network to meet the needs of our customers, both social and business. We believe that the opening of this new branch combined with the retention of Donaghadee branch in a central location in the town centre will provide our customers in the community with convenient access to services. If our proposals proceed we expect both branches to open simultaneously in January 2019.

Consulting on the move of Donaghadee Post Office branch

We're carrying out a local public consultation on the new location for Donaghadee Post Office and we'd welcome feedback and comments that can help inform our plans, particularly on the following areas:

- How easy it is to get to Russell's?
- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues affected by the move?
- If the move were to proceed is there anything we could do to make it easier for customers?

I've enclosed an information sheet that provides more details about both new locations and the range of products that will be available. If you have any comments or questions, please email or write to me via our National Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch. If you are a local representative and others in your organisation are interested in the proposal, please feel free to let them know about it.

You can share your views on the proposed change through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for Donaghdee branch either by branch name, postcode or the unique branch code 209704

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	14 August 2018
Local Public Consultation ends	25 September 2018
Proposed month of change	January 2019

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Thank you for considering our proposal. At the end of the consultation we'll let you know our final plans by displaying a poster in the branch or if you are a local representative we'll be in touch again.

Yours faithfully

Clive Serplus

Clive Serplus
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**This is all you need to add to your
envelope for your letter to reach us**

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.



Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.

Donaghadee Post Office information sheet							
	Current Post Office location				Proposed new Post Office branch location (subject to local public consultation)		
Address	1-3 New Street Donaghadee BT21 0AG				Russell's 7-11 Bridge Street Donaghadee BT21 0AD		
Post Office opening hours		Mon	09:00 - 17:30			Mon	07:00 – 22:00
		Tue	09:00 - 17:30			Tue	07:00 – 22:00
		Wed	09:00 - 17:30			Wed	07:00 – 22:00
		Thu	09:00 - 17:30			Thu	07:00 – 22:00
		Fri	09:00 - 17:30			Fri	07:00 – 22:00
		Sat	09:00 - 12:30			Sat	07:00 – 22:00
		Sun	Closed			Sun	07:00 – 22:00
Distance	200 metres away from the current branch, along level terrain.						
Accessibility	Access and facilities Current branch has a wide door and level access at the entrance. Internally, there is a hearing loop, a low level serving counter, a low level writing desk and space for a wheelchair. Parking There is time restricted roadside parking with designated disabled Bays within 50 metres of the branch.				Access and facilities The proposed premises would have a wide door and level access at the entrance. Internally, there would be a hearing loop and space for a wheelchair. Parking Time restricted roadside parking is available outside the proposed premises. There is also free roadside parking at the sea front within 50 metres.		
Retail	Confectionery/Tobacco and News Retailer				Convenience store		
Local Public Consultation starts	14 August 2018						
Local Public Consultation ends	25 September 2018						
Proposed month of change	January 2019						

Donaghadee Post Office® services available		
For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk		
	Current branch	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	✓	✓
Collection of undelivered items of mail	✓	✓
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	✓	✓
Driving		
Car tax	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euros & Dollars	Euros & Dollars
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Passport Check & Send	✓	x
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque	✓	✓
<p>Products marked x are available at Ballyholme Post Office, 99 Groomsport Road, Bangor, BT20 5NG</p> <p>and Bangor Post Office, 143 Main Street, Bangor, BT20 4AQ</p> <p>Opening times: Mon, Wed, Thu, Fri & Sat 09:00 – 17:30 Tue 09:30 – 17:30</p>		
		<p>Opening times: Mon – Sat 07:00 – 20:00 Sun 07:00 – 17:00</p>

Eurospar, 104 Moat Street - Post Office opening times & services available	
Mon – Sun 06:00 – 23:00	
Mail	
First & Second Class mail	
Stamps, stamp books (1st class 6 & 12 only, 2nd 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	
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	
Bill payments	
Automated bill payments (card or barcoded)	
Key recharging	
Travel	
Pre-order travel money	
Travel insurance referral	
Mobile Top-ups & E vouchers	
Cheques are NOT accepted as a method of payment	
For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk	

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.

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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.