



Dear Customer

Dover Post Office®
68 – 72 Pencester Road, Dover, CT16 1BW

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 at 62 Biggin Street, Dover, CT16 1DD.

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 above branch closed on Tuesday 4 February 2020 and the new branch opened at 62 Biggin Street on Thursday 27 February 2020. Please accept my apologies for any inconvenience caused due to the closure.

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
Regional Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 10/01/2020

Consultation ended 21/02/2020

Consultation responses

- 10 responses from customers

Key issues raised

- ATM
- Post Box
- Counters and Queues

Response to issues raised

ATM

A wide range of services would still be available at the branch, with the exception of a Post Office cash machine. The nearest alternative external Post Office cash machine can be found approximately 0.7 miles away at Buckland Post Office, 71-72 London Road, Dover, CT17 0SR. All Post Office branches offer free access to cash for the major high street banks and customers will be able to use their debit card to withdraw cash at the counter of the new branch.

Post box

When the Post Office relocates to the new site we would follow normal procedure and inform Royal Mail of our proposal as they are responsible for all matters relating to 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.

Counters and Queues

We have worked closely with the postmaster 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.

There will be five serving positions, which will be a mixture of two screened and two open plan, with a Post Office serving point provided for use at the retail counter and available during shop opening hours.

Appendix B

Dover Post Office information sheet															
Address	62 Biggin Street Dover CT16 1DD														
Opening hours	<table border="1"> <tr><td>Mon</td><td>08:30 – 17:30</td></tr> <tr><td>Tue</td><td>08:30 – 17:30</td></tr> <tr><td>Wed</td><td>08:30 – 17:30</td></tr> <tr><td>Thu</td><td>08:30 – 17:30</td></tr> <tr><td>Fri</td><td>08:30 – 17:30</td></tr> <tr><td>Sat</td><td>08:30 – 14:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	08:30 – 17:30	Tue	08:30 – 17:30	Wed	08:30 – 17:30	Thu	08:30 – 17:30	Fri	08:30 – 17:30	Sat	08:30 – 14:30	Sun	Closed
Mon	08:30 – 17:30														
Tue	08:30 – 17:30														
Wed	08:30 – 17:30														
Thu	08:30 – 17:30														
Fri	08:30 – 17:30														
Sat	08:30 – 14:30														
Sun	Closed														
New Opening times of Post Office Service at retail counter	<table border="1"> <tr><td>Mon - Sat</td><td>07:00 – 20:00</td></tr> <tr><td>Sun</td><td>08:00 – 20:00</td></tr> </table>	Mon - Sat	07:00 – 20:00	Sun	08:00 – 20:00										
Mon - Sat	07:00 – 20:00														
Sun	08:00 – 20:00														
Distance	120 metres away from the previous branch, along varied terrain.														
Products & Services	The same wide range of products and services are still available.														
Serving positions	There are five serving positions, which is a mixture of two screened and two open plan, with a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p>Access and facilities The new premises has a wide door with level access. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking There are several pay and display car parks in the town centre.</p>														
Retail	Convenience store														
Date of move	Thursday 27 March 2020														

To get this information in a different format, for example, in larger print, audio or braille call 03457 22 33 44 or Textphone 03457 22 33 55.

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
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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.