

Dear Customer



Local public consultation - Have your say

**Five Ways Post Office
18 Grosvenor Road, Tunbridge Wells, TN1 2AD**

We are proposing to move the above Post Office branch to a new location - 37 Grosvenor Road, Tunbridge Wells, TN1 2AN, where it would continue to operate as one of our main style branches, subject to consultation.

Why are we proposing this move?

We're proposing this move as part of the ongoing modernisation of our branch network. We are pleased to inform you that a new agent has been appointed, who has identified an alternative location to operate Five Ways Post Office. We are confident that maintaining a main 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. The premises which are currently empty, would undergo a full refurbishment, to incorporate a retail and stationery store with Five Ways Post Office.

Our priority is to safeguard our services in the locality in the longer term and the relocation of Five Ways Post Office would enable us to maintain a Post Office service to our customers within the local community.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

Please note the proposed change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	2 June 2023
Local Public Consultation ends	14 July 2023
Proposed month of change	July/August 2023

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **003948**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- Customers would access Post Office services in a modern, open-plan environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It would be in a dedicated area of the store with two screened counter positions.
- Currently, there is a raised threshold at the entrance to the proposed premises.
- As part of a full refurbishment, the raised threshold would be removed to make level access and provide improved access for customers.
- We'd also add a low-screened, modern Post Office till at the retail counter offering most Post Office products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- All staff employed to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation 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. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Five Ways Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our proposal.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

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

Five Ways Post Office Information Summary

Current Location	Proposed New Location
18 Grosvenor Road Tunbridge Wells TN1 2AD	37 Grosvenor Road Tunbridge Wells TN1 2AN

Current opening hours

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Proposed opening hours

Monday - Friday	09:00 – 17:30
Saturday	09:00 – 13:00
Sunday	Closed

Opening times of Post Office service at retail counter offering selected services

Monday - Friday	08:00 - 19:00
Saturday	09:00 – 17:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.
The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder**

Products & Services

The same range of Post Office products and services would still be available.

With the exception of rod fishing licence's previously available until 15 January 2023.

This is now available through the Environmental Agency on the link below:

<https://www.gov.uk/fishing-licences/buy-a-fishing-licence>

Serving positions

There would be three serving positions: two screened and a Post Office serving point at the retail counter.

Access

Currently, there is a raised threshold at the entrance to the proposed premises with wide doors.

As part of a full refurbishment, the raised threshold would be removed to make the access level to provide improved access for customers.

Internally, there would be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Getting there

The proposed new branch would be located approximately 110 metres away from the current branch, along varied terrain.

Parking is available at the Multi storey car park located on Meadow Road, approximately 200 metres away from the proposed premises.

Retail

Convenience store & Stationery

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

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 **Consult** where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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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FREEPOST Your Comments

¹ 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.

² 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.

³ Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

⁴ 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 ³ and ⁴ 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.