



Dear Customer

**Foord Post Office®
94 Black Bull Road, Folkestone, CT19 5QX**

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 Mace, 113 Sidney Street, Folkestone, CT19 6HQ, where it will operate as one of our new local style Post Office branches.

During the public consultation period we received 4 individual responses from customers and a local representative. Some feedback commented about the extra distance some customers may have to travel to access Post Office services and availability of space in the proposed store. We also had comments in support of retaining a Post Office service in the local community and ease of parking at the new location. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

I appreciate that the proposed premises are located approximately 700 metres from the current site and for some customers this will mean a longer journey. I acknowledge that this could inconvenience some people for which I apologise. That said, as we know from the feedback we have received, there are other customers who welcome the new location and will find it more conveniently located.

Shepway Volunteer Centre is a community transport scheme that operates in the area and may provide an alternative option for customers wishing to access the new branch. Further details, including how to register, are available by telephone on 01303 253 339. Details of the scheme will be displayed on the notice board at the new branch. There is also a direct bus service to our Folkestone branch which for some people may provide a more convenient alternative option.

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 at Mace is level with a wide door 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.

Staff will be fully trained in Post Office transactions and staffing levels aligned to meet customer demand. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers and that staff are fully aware of the need to respect customer 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. You will also be assured to know that the new premises has CCTV in operation.

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. I am also pleased to let you know that we are enhancing the range of products which will be available and customers will still be able to transact manual banking, Transcash, and Royal Mail and Parcelforce International Services. Additionally cheques will continue to be accepted as a method of payment. Subject to survey and any required consents and planning permission, the Post Office external cash machine will be transferring to the new branch.

The change also means that Post Office opening times will be aligned to those of the shop. This means that local residents will benefit from significantly longer opening hours, including lunch times, Wednesday and Saturday afternoon, Sunday and longer opening times throughout the week, so customers can use our services seven days a week. 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 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 satisfied that the new branch is suitably located and this new way of offering Post Office services will 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 13:00 on Wednesday 29 November 2017, with the new branch opening, at Mace, 113 Sidney Street, at 13:00 on Thursday 30 November 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 two alternative Post Office branches are provided below for your convenience:

- Folkestone Post Office, 57-59 Sandgate Road, Folkestone, CT20 1TU
- Dover Road Post Office, 97 Dover Road, Folkestone, CT20 1LA

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: 180909.

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: 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.**

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 03452 66 01 15 or Textphone 03457 22 33 55.

Foord Post Office information sheet

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|--|--|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
| Address | <p style="text-align: center;">Mace 113 Sidney Street Folkestone CT19 6HQ</p> | | | | | | | | | | | | | | |
| Opening hours | <table border="1"> <tr><td>Mon</td><td>07:00 – 23:00</td></tr> <tr><td>Tue</td><td>07:00 – 23:00</td></tr> <tr><td>Wed</td><td>07:00 – 23:00</td></tr> <tr><td>Thu</td><td>07:00 – 23:00</td></tr> <tr><td>Fri</td><td>07:00 – 23:00</td></tr> <tr><td>Sat</td><td>07:00 – 23:00</td></tr> <tr><td>Sun</td><td>07:00 – 23:00</td></tr> </table> | Mon | 07:00 – 23:00 | Tue | 07:00 – 23:00 | Wed | 07:00 – 23:00 | Thu | 07:00 – 23:00 | Fri | 07:00 – 23:00 | Sat | 07:00 – 23:00 | Sun | 07:00 – 23:00 |
| Mon | 07:00 – 23:00 | | | | | | | | | | | | | | |
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| Thu | 07:00 – 23:00 | | | | | | | | | | | | | | |
| Fri | 07:00 – 23:00 | | | | | | | | | | | | | | |
| Sat | 07:00 – 23:00 | | | | | | | | | | | | | | |
| Sun | 07:00 – 23:00 | | | | | | | | | | | | | | |
| Distance | 700 metres away from the current branch, along varied terrain. | | | | | | | | | | | | | | |
| Products & Services | The majority of Post Office products and services will still be available. | | | | | | | | | | | | | | |
| Accessibility & accessibility works | <p>Access and facilities The new premises will have a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking There is roadside parking available on Sidney Street.</p> <p>Buses There is not a direct bus service from the current branch to the new premises, however there are local buses serving the surrounding area.</p> | | | | | | | | | | | | | | |
| Retail | Convenience store | | | | | | | | | | | | | | |
| Date of Relocation | 13:00 on Thursday 30 November 2017 | | | | | | | | | | | | | | |

| Foord Post Office® services available | |
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| Your Postmaster or our Customer Helpline on 03452 66 01 15 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 | |
| | |
| Other products are available at Dover Road Post Office, 97 Dover Road, Folkestone, CT20 1LA. also at Folkestone Post Office, 57-59 Sandgate Road, Folkestone, CT20 1TU | Opening times: Dover Road Mon – Fri 08:15 – 17:30 Sat 08:15 – 13:00 Opening times: Mon – Sat 09:00 – 17:30 Sun 10:00 – 14:00 |