



Dear Customer,

## **Local public consultation – Decision**

**Hawkinge Post Office  
Vision Pharmacy, 12A Defiant Close, Hawkinge, CT18 7SU**

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 into Vision Pharmacy, 3A – 3B Defiant Close, Hawkinge, CT18 7SU.

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 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 summary 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 current branch will close on Tuesday 19 September 2023 at 18:00, with the new branch opening, at Vision Pharmacy, 3A – 3B Defiant Close, Hawkinge, CT18 7SU, on Thursday 28 September 2023 at 09:00. If there are any unforeseen circumstances 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:

- Densole Post Office, 382 Canterbury Road, Densole, CT18 7BG
- Dover Road Post Office, 97 Dover Road, Folkestone, CT20 1LA

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to consultation is available at the end of this letter.

Yours sincerely

*Jason Collins*

**Jason Collins  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

FREEPOST Your Comments

**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.**

## **Appendix A**

### **Response to Local Public Consultation**

**Consultation started** Thursday 22 June 2023

**Consultation ended** Thursday 03 August 2023

#### **Consultation responses**

- 32 responses from customers

#### **Key issues raised**

- Distance
- Parking
- Internal Space

#### **Response to issues raised**

##### **Distance and Terrain**

The new premises are located approximately 80 metres away from the previous site. With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, it will regrettably mean a longer or less convenient journey for some customers. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the current site.

##### **Parking**

Parking and peak time traffic congestion are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that there is no change to existing parking available and that there is parking available nearby within the parade of shops.

##### **Internal Space**

Internally, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers to move around without difficulty.

## **Appendix B**

### **Hawkinge Post Office Information Summary**

**Vision Pharmacy  
3A - 3B Defiant Close  
Hawking  
CT18 7SU**

#### **New opening hours**

Mon	08:00 – 18:00
Tue	08:00 – 18:00
Wed	08:00 – 18:00
Thur	08:00 – 13:00
Fri	08:00 – 18:00
Sat	08:00 – 13:00
Sun	Closed

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](http://www.postoffice.co.uk/branch-finder)

#### **Products & Services**

The same range of products and services will continue to be available.

#### **Serving positions**

There will be a Post Office serving point at the retail counter.

#### **Access**

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.

#### **Getting there**

The new premises will be located approximately 80 metres away from the previous branch, along level terrain.

No change to existing parking - Parking is available nearby within the parade of shops.

#### **Retail**

Pharmacy.

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Hawkinge Post Office services available	
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.	
	New branch
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Parcelforce Express Service	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
MoneyGram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Densole</b> Post Office, 382 Canterbury Road, Densole, CT18 7BG  Or at <b>Dover Road</b> Post Office, 97 Dover Road, Folkestone, CT20 1LA	

## **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](https://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 branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, Consumer 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, Consumer 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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.