



Dear Customer

**Leysdown on Sea Post Office®**  
**1 Leysdown Road, Leysdown on Sea, Sheerness, ME12 4RE**

**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 Leysdown Pharmacy, 9a Leysdown Road, Leysdown on Sea, Sheerness, ME12 4RE, where it will operate as one of our new local style Post Office branches.

We received 1 individual response from a customer during the local public consultation period. The feedback commented about access into the proposed store. This feedback helped me to understand customers' concerns and to make sure that all such information was taken into account before finalising our plans.

It's clear 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 we possibly can. Access at the store will be via a wide door and a permanent ramp. A handrail will be installed at the entrance.

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 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, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. 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.

The new local style Post Office will operate from a till on the retail counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. This includes the facility to collect undeliverable items of mail.

The change also means that local residents will benefit from longer opening hours, including Wednesday afternoons, and longer opening times throughout the week, allowing customers to spread their visits and access our services at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services currently available.

I have carefully considered our original proposal and the feedback received during the local 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 confident that the new branch is suitably located and that this new way of offering Post Office services will continue to 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 closed at 17:30 on Thursday 20 April 2017, with the new branch opening, at Leysdown Pharmacy, 9a Leysdown Road, at 13:00 on Friday 21 April 2017. If there are any unforeseen schedule changes which means these dates change, posters will be displayed in branch to let customer 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:

- Minster on Sea Post Office, 4 Chapel Street, Minster on Sea, Sheerness, ME12 3QG
- East Minster Post Office, 276-278 Minster Road, Sheerness, ME12 3LR

You can also find a copy of this letter on our website at [postofficeviews.co.uk](http://postofficeviews.co.uk). When entering the website you will be asked to enter the code for this branch: 130941

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](http://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 faithfully



**Suzanne Richardson**  
**Regional Network Manager**

#### **How to contact us:**

- 🖥️ [postofficeviews.co.uk](http://postofficeviews.co.uk)
- ✉️ [comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)
- ☎️ Customer Helpline: 03457 22 33 44  
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 03457 22 33 44 or Textphone 03457 22 33 55.**

**Leysdown on Sea Post Office information sheet**

<b>Address</b>	Leysdown Pharmacy 9a Leysdown Road Leysdown on Sea Sheerness ME12 4RE														
<b>Opening hours</b>	<table border="1"><tr><td>Monday</td><td>09:00 – 18:00</td></tr><tr><td>Tuesday</td><td>09:00 – 18:00</td></tr><tr><td>Wednesday</td><td>09:00 – 18:00</td></tr><tr><td>Thursday</td><td>09:00 – 18:00</td></tr><tr><td>Friday</td><td>09:00 – 18:00</td></tr><tr><td>Saturday</td><td>09:00 – 13:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>	Monday	09:00 – 18:00	Tuesday	09:00 – 18:00	Wednesday	09:00 – 18:00	Thursday	09:00 – 18:00	Friday	09:00 – 18:00	Saturday	09:00 – 13:00	Sunday	Closed
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Saturday	09:00 – 13:00														
Sunday	Closed														
<b>Distance</b>	Two doors away from the current branch, along level terrain.														
<b>Products &amp; Services</b>	The majority of Post Office products and services will still be available.														
<b>Accessibility &amp; accessibility works</b>	<p><b>Access and facilities</b> Access is via a permanent ramp, a handrail will be installed at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Time restricted roadside parking is available nearby within 60 metres.</p>														
<b>Retail</b>	Pharmacy														
<b>Date of re-location</b>	Tuesday 25 April 2017 at 13:00														

**Leysdown on Sea Post Office® services available**

**Your Postmaster or our Customer Helpline on 03457 223344 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](http://www.postoffice.co.uk)**

	<b>New branch</b>
<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	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
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	✓
<b>Bill payments</b>	
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Transcash (without barcode)	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Minster on Sea Post Office</b> , 4 Chapel Street, Minster on Sea, Sheerness, ME12 3QG	Opening times: Mon – Fri      08:00 – 17:30 Sat                08:00 – 18:00