



Dear Customer

Longfield Post Office®
20 Station Road, Longfield, DA3 7QD

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 McColls Retail Group, 69 Station Road, Longfield, DA3 7QA, where it will operate as one of our new local style Post Office branches.

We received 9 individual responses from customers and local representatives during the local public consultation period. Some feedback welcomed the move to McColls which was said to be a convenient location, and the longer opening times the new branch would provide. Other feedback commented about the hilly terrain from the current site and parking difficulties. 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 location is approximately 230 metres from the current site along hilly terrain and that for some of our customers this will mean a slightly difficult journey. In situations such as this there will always be some customers who are more inconvenienced than others, for which I apologise. There will be other customers for whom the new location may be slightly closer and more convenient to access than at present.

For those using public transport there are local bus services from the current branch with bus stops outside and opposite the new premises. For customers using their own transport, there is time restricted roadside parking directly outside as well as the station car park close by. However, with the aim of improving access, the new operator will engage with the local authority about the provision of a marked disabled parking bay at the roadside, close to their premises. I am therefore satisfied that following the move, customers will continue to have good access to Post Office services.

We know that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers, and we want to make our services as accessible as we possibly can. I am pleased to confirm that before the new Post Office opens, the new operator will carry out work to provide level access at the entrance.

Internally, the new branch will be 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 to move around and access Post Office services without difficulty.

Although the local style format is a more modern way of offering Post Office services, it in no way compromises the professional service standards that we aim to provide at all of our branches. We will be working with the new operator to make sure there is an appropriate level of privacy for Post Office customers. Staff will be fully trained and on hand to ensure customers continue to receive good service and you'll also be assured to know that our strict security procedures will be put in place to protect staff and customers. There will also be adequate space to hold mail items, including parcels, securely until they are despatched.

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. The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon and Sunday opening, allowing customers to spread their visits and access our services seven days a week and 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 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 confident that following the move, customers will have good access to Post Office services 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 Tuesday 16 January 2018, and the new branch opened, at McColls Retail Group, 69 Station Road, at 13:00 on Thursday 18 January 2018.

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: 084014.

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 faithfully



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.**

We've published our final plan on-line, 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.

Longfield Post Office information sheet

Address	McColls Retail Group 69 Station Road Longfield DA3 7QA															
Opening hours	<table><tr><td>Monday</td><td>05:30 – 19:00</td></tr><tr><td>Tuesday</td><td>05:30 – 19:00</td></tr><tr><td>Wednesday</td><td>05:30 – 19:00</td></tr><tr><td>Thursday</td><td>05:30 – 19:00</td></tr><tr><td>Friday</td><td>05:30 – 19:00</td></tr><tr><td>Saturday</td><td>06:30 – 19:00</td></tr><tr><td>Sunday</td><td>07:00 – 13:00</td></tr></table>		Monday	05:30 – 19:00	Tuesday	05:30 – 19:00	Wednesday	05:30 – 19:00	Thursday	05:30 – 19:00	Friday	05:30 – 19:00	Saturday	06:30 – 19:00	Sunday	07:00 – 13:00
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Sunday	07:00 – 13:00															
Distance	230 metres away from the current branch, along hilly terrain.															
Products & Services	The majority of Post Office products and services will still be available.															
Accessibility & accessibility works	<p>Access and facilities</p> <p>Currently there is a step with a wide door at the entrance, however, the step will be removed to provide level access. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>There is time restricted roadside parking is available outside the premises. Further Pay & Display parking is available at Longfield station car park within 100 metres.</p> <p>Buses</p> <p>There is a bus service from the current branch to the new premises. The nearest bus stop is within 30 metres.</p>															
Retail	Convenience store															
Date of Relocation	13:00 on Thursday 18 January 2018															

Longfield Post Office® services available	
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	✓
Driving	
Car tax	✓
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 Rosherville Post Office, 52 London Road, Gravesend, DA11 9JR	
Opening times: Mon – Sat 09:00 – 17:30	