



Dear Customer

I'm pleased to let you know that in collaboration with Payzone, we will be trialling a new type of Post Office branch in your area at Bob's Stores, 71 Lower Higham Road, Gravesend, DA12 2NQ commencing on Tuesday 14 March 2023 at 13:00.

At Post Office we are committed to ensuring our network continues to develop to meet evolving customer demand. One of the ways we're doing this is to trial an additional branch format on a small scale before we look at any wider introduction in the network.

Drop & Collect is a new, lighter branch format that offers our postmasters and retail partners greater opportunity to adapt their business to suit their needs and the needs of their local customers. This new format has been developed to increase customer access to key services they require and to simplify the customer experience - including reducing transaction times.

The new format at Bob's Stores will offer Post Office services from a handheld device, providing convenient access for customers to bill payments and prepaid parcel collections and returns. To maximise accessibility to these services that our customers are increasingly seeking, more complex services like personal and business banking will not be available at this branch. Details of the opening hours and the products and services available are provided overleaf. If there are any unforeseen circumstances which mean the opening date changes, posters will be displayed in store to let customers know.

A wider range of Post Office services are available from the nearby branches at Valley Drive Post Office, 2 The Parade, Valley Drive, Gravesend, DA12 5RT and Riverview Park Post Office, 4-6 The Alma, Leander Drive, Gravesend, DA12 4NG. The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

During the trial of the new branch format, we will monitor usage, suitability and any local feedback. If there is a need to change the service, posters will be displayed locally to let customers know.

Please feel free to share this information via your social media channels and with others who may be interested to hear about the new branch and the services it offers.

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

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

*Natalie Liff*

**Natalie Liff**

**Propositions Manager**

**Network Propositions**

How to contact us:

comments@postoffice.co.uk

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.**

<b>Opening times &amp; Post Office services available</b>
Mon - Sun      07:30 – 22:00
<b>Mail</b>
Parcel collect and return – prepaid only
<b>Other</b>
Bill payments
Mobile top-up service
National Lottery Terminal
<b>For information about product availability call 03457 22 33 44.</b>

## **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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure<sup>1</sup>/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

***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.

**Postofficeviews.co.uk**  
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<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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.