



Dear Customer

Changes to Lydd Outreach Services
Affecting: Ivychurch, Brenzett, Newchurch, Winchelsea, Wittersham and Pett

We are writing to inform you that, regrettably, due to low customer usage the services at Ivychurch, Brenzett, Newchurch, Winchelsea, Wittersham and Pett, operated by the Postmaster from Lydd Post Office has become unsustainable to operate, and therefore these services closed on Thursday 21 September 2023. Please accept my apologies for the late notification.

Post Office is facing a particularly challenging period, as are other high street retailers. The impact of rising costs, inflation and restrictions on our funding from Government mean that while we will always look to reopen branches when they close, we cannot commit to doing so in every instance. We have a responsibility to make sure every service makes the best possible use of resources, while ensuring that customers can still access our products and services. I can assure you that we will continue to work to find a solution that will provide a Post Office service to these communities.

We would like to apologise for the closure and for any inconvenience this may cause. Customers requiring Post Office facilities may continue to use any Post Office service. Details of alternative Post Office branches in the area are shown at the end of this letter. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We will display posters locally to let our customers know. If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in the local community. If you would like a supply of posters, please let us know.

If you have any questions about these changes, please contact the National Consultation Team, as detailed below.

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

Yours faithfully

Billy Ware

Billy Ware
Strategic Partnerships Manager

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

Alternative branches

There are times our branches 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

Alternatives Post Office services for Ivychurch Hosted Outreach Service

New Romney Post Office

32-34A High Street
New Romney
TN28 8BZ

Opening times

Monday – Sunday	08:00 – 20:00
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Services

Offers similar services with the addition of a comprehensive range of Travel Money, Vehicle Tax and Passport Check & Send.

Access

This branch has a wide automatic door and level access at the entrance.

Getting there

This Post Office service is located approximately 3.3 miles away from Ivychurch Outreach service, along varied terrain. Time restricted roadside parking is available outside the branch. There are local buses serving the surrounding area.

Appledore Post Office

53 The Street
Ashford
TN26 2AF

Opening times

Monday, Wednesday Friday	09:00 - 17:30
Tuesday, Thursday	09:00 - 13:00 13:45 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

Services

Offers similar services with the addition of National Lottery and Euro Travel Money, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 5.7 miles away from Ivychurch Outreach service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

Alternative Post Office services for Brenzett Hosted Outreach Service

Appledore Post Office

53 The Street
Ashford
TN26 2AF

Opening times

Monday, Wednesday Friday	09:00 - 17:30
Tuesday, Thursday	09:00 - 13:00 13:45 - 17:30
Saturday	09:00 - 12:30
Sunday	Closed

Services

Offers similar services with the addition of National Lottery and Euro Travel Money, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 4.1 miles away from Brenzett Outreach service, along varied terrain. Roadside parking is available outside the branch. There are local buses serving the surrounding area.

New Romney Post Office

32-34A High Street
New Romney
TN28 8BZ

Opening times

Monday – Sunday	08:00 – 20:00
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Services

Offers similar services with the addition of a comprehensive range of Travel Money, Vehicle Tax and Passport Check & Send.

Access

This branch has a wide automatic door and level access at the entrance.

Getting there

This Post Office service is located approximately 4.7 miles away from Brenzett Outreach service, along varied terrain. Time restricted roadside parking is available outside the branch. There are local buses serving the surrounding area.

Alternative Post Office services for Newchurch Hosted Outreach Service

Dymchurch Post Office

15 High Street
Dymchurch
Romney Marsh
TN29 0NH

Opening times

Monday - Friday	09:00 – 17:30
Saturday, Sunday	09:00 – 17:00

Services

Offers similar services with the addition of Euro & Dollars Travel Money and Vehicle Tax, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 4.1 miles away from Newchurch Outreach service, along varied terrain. Time restricted roadside parking is available nearby. There are local buses serving the surrounding area.

St Marys Bay Post Office

22 Jefferstone Lane
St Marys Bay
Romney Marsh
TN29 0SA

Opening times

Monday - Friday	07:00 – 20:00
Saturday	08:00 – 20:00
Sunday	Closed

Services

Offers similar services with the addition of Euro Travel Money, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and a ramp with a handrail at the entrance.

Getting there

This Post Office service is located approximately 4.4 miles away from Newchurch Outreach service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative Post Office services for Winchelsea Hosted Outreach Service

Winchelsea Beach Post Office

Sea Road
Winchelsea Beach
Winchelsea
TN36 4NA

Opening times

Monday, Tuesday	09:00 – 13:00
Thursday, Friday	14:00 – 17:00
Wednesday	09:00 – 13:00
Saturday	09:00 – 12:30
Sunday	Closed

Services

Offers similar services with the addition of National Lottery and Euros Travel Money.

Access

This branch has a wide automatic door and level access at the entrance.

Getting there

This Post Office service is located approximately 1.5 miles away from Winchelsea Outreach Service, along varied terrain. Parking is available at the branch with a disabled bay. There are local buses serving the surrounding area.

Rye Post Office

Station Approach
Rye
TN31 7AX

Opening times

Monday - Saturday	06:00 – 22:00
Sunday	Closed

Services

Offers similar services with the addition of Vehicle Tax, Passport Check & Send and a comprehensive range of Travel Money.

Access

This branch has a wide automatic door and level access at the entrance.

Getting there

This Post Office service is located approximately 2.5 miles away from Winchelsea Outreach Service, along varied terrain. There is a pay and display customer carpark available at the branch. There are no direct bus services available between Winchelsea Outreach and this Post Office.

Alternative Post Office services for Wittersham Hosted Outreach Service

Peasmarsh Post Office

Main Street
Peasmarsh
Rye
TN31 6YD

Opening times

Monday - Saturday	07:00 - 19:00
Sunday	Closed

Services

Offers similar services with the addition vehicle tax and Euros Travel Money, however excluding On Demand Travel Insurance.

Access

This branch has a wide automatic door and level access at the entrance.

Getting there

This Post Office service is located approximately 3.2 miles away from Wittersham Outreach Service, along varied terrain. There is customer carpark available with disabled bays at the branch. There are local buses serving the surrounding area.

Iden Post Office

Church Lane
Iden
Rye Llanelli
TN31 7PU

Opening times

Monday - Friday	08:30 -17:00
Saturday	08:30 -13:00
Sunday	Closed

Services

Offers similar services, with the addition of National Lottery and Euros Travel Money, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and level access at the entrance.

Getting there

This Post Office service is located approximately 3.5 miles away from Wittersham Outreach Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

Alternative Post Office services for Pett Hosted Outreach Service

Ore Post Office

492 Old London Road
Ore
Hastings
TN35 5BL

Services

Offers similar services, however excluding On Demand Travel Insurance.

Access

This branch has a wide door and a step at the entrance.

Opening times

Monday - Saturday	07:30 - 17:30
Sunday	07:00 - 12:30

Getting there

This Post Office service is located approximately 2.8 miles away from Pett Outreach Service, along varied terrain. Roadside parking is available nearby on Victoria Avenue. There are local buses serving the surrounding area.

Mount Road Post Office

77-79 Mount Road
Hastings
TN35 5LA

Services

Offers similar services, however excluding On Demand Travel Insurance.

Access

This branch has a wide automatic door and level access at the entrance.

Opening times

Monday - Thursday	09:00 - 21:00
Friday	07:00 - 21:00
Saturday	08:00 - 21:00
Sunday	08:00 - 20:00

Getting there

This Post Office service is located approximately 3.3 miles away from Pett Outreach Service, along varied terrain. Roadside parking is available nearby. There are local buses serving the surrounding area.

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.

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 closure¹ / 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, 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

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.