



Dear Customer

Newington Post Office®
Previously Located at: 85 Newington Road, Ramsgate, CT12 6PP

We can confirm that we will be proceeding with our proposal to re-open this service at a new location. A new agent has been appointed and the Post Office will operate from Premier – Rams News & Off Licence, 73 Newington Road, Ramsgate, CT12 6PP.

We are pleased to advise you that the Post Office service will open on Monday 24 September 2018 at 13:00, where it will operate as one of our new local style branches.

We received 6 individual responses from customers during the consultation period. The main feedback welcomed the restoration of Post Office services within the Newington community, the longer opening hours and commented that the new location would be closer and more convenient to where they live. Other comments mentioned the access, space and having to queue alongside retail customers when accessing Post Office services at the new location. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account before finalising our plans for the new service. I would like to thank everyone who took the time to let us have their comments and provide information.

We recognise 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 possible. Access is level with a wide door at the entrance of the new premises. Internally, the new branch will be built 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 and a wheelchair to move around the shop and access Post Office services without difficulty. We will also be working closely with the new operator to make sure an appropriate level of privacy is provided for Post Office customers.

This 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. Staff will be fully trained and on hand and staffing levels will be aligned to meet customer demand. The staff training approaches used are of the same high standard as those undertaken in all our branches. This includes respecting customer confidentiality and adhering to the stringent security procedures which will be put in place to protect staff and customers. Additionally, any staff that will handle Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

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 Post Office transactions through the local style branch are designed to be quick and efficient to operate, allowing for fast and effective customer service making the service easy for customers and operators and helping to alleviate queuing. This does mean that a small number of transactions that are more time consuming, complex or paper based won't be offered at the new branch. However I can confirm that the majority of Post Office products and services will continue to be available following the change and the small number of services that will not be offered will continue to be available at Haine Cross Road Post Office.

We are pleased to let you know that we will be enhancing the range of products which will be available at the new branch. Customers will still be able to transact manual banking and Royal Mail and Parcelforce Worldwide International Parcel Services. Additionally cheques will continue to be accepted as a method of payment. Customers can also access cash at the Post Office counter over the extended opening times of the new branch.

The change also means that local residents will benefit from significantly longer opening hours, Monday to Sunday. These new hours will allow customers to spread their visits and access our services seven days a week and at times that suit them better.

We 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. Our priority is to safeguard Post Office services to the local community in the longer term and the relocation of this service will allow us to restore access to Post Office services in the area. We are 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.

Posters will now be displayed in the Premier – Rams News & Off Licence to let customers know about this decision. Further details of the new service are provided at the end of this letter.

This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk

Thank you for considering our proposal.

Yours faithfully

Cheryl Sitch

Cheryl Sitch
Area Network Change Manager

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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.

This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

Newington Post Office information sheet

Address	Premier – Rams News & Off Licence 73 Newington Road Ramsgate CT12 6PP														
Post Office Opening hours	<table> <tr> <td>Monday</td><td>06:00 - 20:00</td></tr> <tr> <td>Tuesday</td><td>06:00 - 20:00</td></tr> <tr> <td>Wednesday</td><td>06:00 - 20:00</td></tr> <tr> <td>Thursday</td><td>06:00 - 20:00</td></tr> <tr> <td>Friday</td><td>06:00 - 20:00</td></tr> <tr> <td>Saturday</td><td>06:00 - 20:00</td></tr> <tr> <td>Sunday</td><td>06:00 - 20:00</td></tr> </table>	Monday	06:00 - 20:00	Tuesday	06:00 - 20:00	Wednesday	06:00 - 20:00	Thursday	06:00 - 20:00	Friday	06:00 - 20:00	Saturday	06:00 - 20:00	Sunday	06:00 - 20:00
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Sunday	06:00 - 20:00														
Distance	Within 50 metres away from the previous branch, along level terrain.														
Products & Services	The same range of services will continue to be available with Euros & Dollars, however excluding On Demand Travel Insurance.														
Accessibility & Accessibility works	<p>Access and facilities The new premises has a wide door and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Transport/parking Roadside parking is available on Kings Avenue adjacent to the new premises.</p>														
Retail	Convenience store														
Date of Relocation	Monday 24 September 2018 at 13:00														

Newington Post Office® services available	
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	✓
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 Haine Cross Road Post Office, Tesco Stores, 475 Margate Road, Broadstairs, CT10 2QJ	Opening times: Mon – Sat 08:00 – 20:00 Sun 10:00 – 16:00