



Dear Customer

**Reading Street Post Office® branch  
Previously located at 30 Reading Street, Broadstairs, CT10 3AZ**

**Public Consultation – Branch Re-opening**

I am pleased to let you know that we are now proposing to re-open above service at a new location in Broadstairs.

The branch closed temporarily in June 2017 due to the resignation of the Postmaster and the withdrawal of the premises. I am, therefore, pleased to inform you that a new agent has been appointed and the Post Office will now operate from The Village Newsagents, 12 High Street, St Peters, Broadstairs, CT10 2TQ.

Full details of the proposed new service, are provided at the end of this letter.

**Consulting on the proposed new location**

We're now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the proposed new location. We would really like to hear your views on the new location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- If the re-opening were to proceed is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location and the range of products that will be available. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 227909.

[postofficeviews.co.uk](http://postofficeviews.co.uk)

**Dates for local public consultation:**

|                                  |                  |
|----------------------------------|------------------|
| Local Public Consultation starts | 28 November 2017 |
| Local Public Consultation ends   | 19 January 2018  |

In this instance we have extended public consultation by 10 calendar days to allow for the Christmas and New Year period.

The service may open during consultation, however this does not affect the period of public consultation which is ongoing to the 19 January 2018.

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.

At the end of consultation we will inform our customers of our final plans by displaying a poster locally.

Thank you for considering our proposal.

Yours sincerely



**Michael Brennan**  
**Network Operations Area Manager**

**How to contact us:**

-  [postofficeviews.co.uk](http://postofficeviews.co.uk)
-  [comments@postoffice.co.uk](mailto: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.**

Want to tell us what you think right here and now – scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

| <b>Reading Street Post Office information sheet</b> |   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
|---|---|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|-----|---------------|
|   | <b>Proposed new Post Office branch location (subject to local public consultation)</b>  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Address</b>                                      | The Village Newsagents<br>12 High Street<br>St Peters<br>Broadstairs<br>CT10 2TQ  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Post Office opening hours</b>                    | <table border="1"> <tbody> <tr> <td>Mon</td> <td>05:30 – 18:00</td> </tr> <tr> <td>Tue</td> <td>05:30 – 18:00</td> </tr> <tr> <td>Wed</td> <td>05:30 – 18:00</td> </tr> <tr> <td>Thu</td> <td>05:30 – 18:00</td> </tr> <tr> <td>Fri</td> <td>05:30 – 18:00</td> </tr> <tr> <td>Sat</td> <td>05:30 – 13:00</td> </tr> <tr> <td>Sun</td> <td>05:30 – 12:00</td> </tr> </tbody> </table> | Mon | 05:30 – 18:00 | Tue | 05:30 – 18:00 | Wed | 05:30 – 18:00 | Thu | 05:30 – 18:00 | Fri | 05:30 – 18:00 | Sat | 05:30 – 13:00 | Sun | 05:30 – 12:00 |
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| Sun   | 05:30 – 12:00   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Distance</b>                                     | 1 mile away from the previous branch, along varied terrain.   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Products &amp; Services</b>                      | A wide range of Post Office products and services will be available.  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Accessibility &amp; Accessibility works</b>      | <p><b>Access and facilities</b><br/>There is a step at the entrance. A bell with signage would be provided at the entrance to the proposed premises.</p> <p><b>Transport/Parking</b><br/>There is roadside parking available outside the premises. There are local buses serving the surrounding area.</p>  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Retail</b>                                       | Convenience store   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Local Public Consultation starts</b>             | 28 November 2017  |     |               |     |               |     |               |     |               |     |               |     |               |     |               |
| <b>Local Public Consultation ends</b>               | 19 January 2018   |     |               |     |               |     |               |     |               |     |               |     |               |     |               |

## **Code of Practice for changes to the Post Office® network**

### **What's a Code of Practice?**

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

### **What kind of changes does it include?**

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

### **Who do we tell about changes?**

You and your representatives (who are often local MPs or local authorities and councils).

### **How will we tell you what's happening?**

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

### **How long will it take?**

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

### **It's easy to let us know what you think...**

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or phone.

### **How will you find out about the final plans?**

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

### **What can you do if you think we haven't followed the Code of Practice?**

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at [www.postofficeviews.co.uk](http://www.postofficeviews.co.uk)