



## **Your new branch has opened**

**Station Road Post Office  
Ambica, 153 Station Road, Sidcup, DA15 7AA**

We recently asked your views on some key areas about our plans to restore the Post Office service in the local community. We received twenty nine responses and we opened the branch on Thursday 24 February 2022.

### **Key points raised:**

- Parking
- Access into the store
- Access to Post Office counter
- Staff training
- Alternative location

### **Response to key points:**

#### **Parking**

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that there is no roadside parking permitted outside the new branch and along Station Road nearby, however the Old Farm Avenue Pay & Display car park is located within 240 metres of the new premises. This car park has 170 parking spaces including disabled parking.

#### **Access into the new premises**

Customer access into this store has been fully reviewed and any possible improvements explored with the postmaster. Currently there is a step at the entrance to the premises, however a bell with signage is available at the entrance to the new premises. Following the review, a permanent ramp could not be implemented due to the crossing limiting available space outside premises but a Disability Discrimination Act compliant portable ramp is available on request.

## **Access to Post Office counter**

We have worked closely with our new operator to make sure there is sufficient space for Post Office customers, including wheelchair users, so that they can move around the store and reach the Post Office area easily. Some internal adjustments to fixtures and fittings have been made to accommodate this.

A hearing loop is available and wheelchair users can access the Post Office counter via a temporary ramp.

The Post Office has separate queue which is clearly signposted.

## **Staff Training**

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 to protect staff and customers. Additionally, any staff who is handling Post Office transactions will also have completed compliance training for a number of areas, including Data Protection and Mail Handling.

## **Alternative location**

In addition to new branch on Station Road, we are also currently exploring options to restore Sidcup Post Office within the Sidcup High Street area. Due to the length of time the branch has been closed, we would need to satisfy ourselves that any new opportunity would be sustainable for both the Post Office and the operator.

The vacancy in Sidcup was advertised on our website and a potential applicant has shown an interest in running a Post Office at this location, however, as this is in the very early stages, we unable to provide any further information at this time. We will provide update once we have more information. Details will also be published on our website [postofficeviews.co.uk](http://postofficeviews.co.uk)

We do hope that you will enjoy using the new Post Office.