



Dear Customer

York Street Post Office®
3 York Street, Broadstairs, CT10 1PD

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have reopened the above Post Office at Londis, 5 High Street, Broadstairs, CT10 1LP, where it is now known as High Street Post Office.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

I am pleased to confirm that the new branch opened at Londis, 5 High Street on Monday 24 September 2018.

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

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

Cheryl Sitch

Cheryl Sitch
Area Network Change Manager

How to contact us:
postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 27 July 2018

Consultation ended 14 September 2018

Consultation responses

- 47 responses from customers and local representatives

Key issues raised

- Parking
- Privacy
- Space

Response to issues raised

Parking

With regards to parking at the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand, matters such as the availability of parking spaces are outside the direct control of Post Office Limited, however I have conducted a further review of this matter. I can confirm that there is roadside parking outside the new branch and in the surrounding area. I am therefore satisfied that access and parking at the new branch will continue to meet the needs of customers using the Post Office.

Privacy

Privacy and security matters are very important to us. Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. I would like to assure you that we work with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Space

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers and we want to make our services as accessible as we possibly can. Access at the store is level and via a wide door at the entrance. Internally the new branch is in line with Post Office specifications, with sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout and some fixtures and fittings have been re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

The new local style Post Office operates from two Post Office serving points located at the shop counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. The change also means that local residents benefit from significantly longer opening hours, including afternoons, Sunday opening and longer opening times throughout the week, so customers can use our services seven days a week and at times that suit them better. Customers will also still be able to access cash from their Post Office card account and obtain everyday banking services over the counter during extensive opening hours of the new branch. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

Appendix B

High Street Post Office information sheet															
Address	Londis 5 High Street Broadstairs CT10 1LP														
Opening hours	<table><tr><td>Mon</td><td>07:00 – 21:00</td></tr><tr><td>Tue</td><td>07:00 – 21:00</td></tr><tr><td>Wed</td><td>07:00 – 21:00</td></tr><tr><td>Thu</td><td>07:00 – 21:00</td></tr><tr><td>Fri</td><td>07:00 – 21:00</td></tr><tr><td>Sat</td><td>07:00 – 21:00</td></tr><tr><td>Sun</td><td>07:00 – 17:00</td></tr></table>	Mon	07:00 – 21:00	Tue	07:00 – 21:00	Wed	07:00 – 21:00	Thu	07:00 – 21:00	Fri	07:00 – 21:00	Sat	07:00 – 21:00	Sun	07:00 – 17:00
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Wed	07:00 – 21:00														
Thu	07:00 – 21:00														
Fri	07:00 – 21:00														
Sat	07:00 – 21:00														
Sun	07:00 – 17:00														
Distance	100 metres away from the previous branch, along varied terrain.														
Products & Services	The same wide range of products and services will be available.														
Accessibility	<p>Access and facilities</p> <p>The new premises has a wide door and level access at the entrance. Internally, there is a hearing loop and space for a wheelchair.</p> <p>Parking</p> <p>Roadside parking is available near the new branch.</p>														
Retail	Convenience store														
Date of move	Monday 24 September 2018														

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.

High Street Post Office® services available

For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. 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	Express 24 & 48
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	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Payment by cheque	
Products marked x are available at Broadstairs Post Office, 15-16 The Broadway, Broadstairs, CT10 2AD	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 12:30

Principles of Community Engagement on changes to the Post Office network

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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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
comments@postoffice.co.uk
FREEPOST Your Comments
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Textphone: 03457 22 33 55

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

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.