



Ms Helen Whately MP - Member of Parliament for Faversham and Mid Kent

14 January 2016

Dear Ms Whately

Grove Green Post Office®
6 Minor Centre, Grovewood Drive North, Weaving, Maidstone, ME14 5TQ

Changes to your Post Office® - tell us what you think

We're talking to the Postmaster about making some changes to the above Post Office and we'd like you to tell us what you think about the changes before we finalise our plans.

What's happening?

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the Postmasters who run them. We're talking to the Postmaster about changing to one of our new-style local branches and if the change goes ahead:

- Post Office services would be offered from low-screened, open plan style service points, integrated into the retail counter
- The branch would be open for longer: Mon – Fri 06:00 – 18:30, Sat 06:00 – 18:00 & Sun 06:00 – 13:00 (Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf
- To get the new branch ready, it may need to close for up to seven days during March/April 2016 for refurbishment

What's next?

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it
- What you think about the proposed new-look Post Office. For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till or the queuing area
- What you think about any changes to the opening hours
- If you have any comments about how you will access the Post Office products and services that won't be available at the branch if the change goes ahead
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient online survey via the following link postofficeviews.co.uk and entering the unique code for this branch 20694199




If you have a QR scanner on your mobile phone, all you need to do is scan here:

Customer information materials are also being displayed in branch and details are published on our website too at postofficeviews.co.uk


We'll be accepting comments up to and including 12 February 2016.

You can also let us have your comments in the following ways:

 postofficeviews.co.uk

 FREEPOST Your Comments
**(This is the full address to use.
No further address or name details are required)**

 comments@postoffice.co.uk

 Customer Helpline: 03457 22 33 44
Textphone: 03457 22 33 55

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans with the Postmaster. We'll write to you again outlining the main comments received and our response to these and also to explain the final plans for the branch. All of the responses received will be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

When would the changes happen?

We're planning to make these changes in March/April 2016 and we'll put a poster up in branch at least two weeks before to let customers know the exact date and to tell them how we've considered the feedback. We'll make sure any disruption caused by the refurbishment is kept to a minimum.

The following branch will be happy to provide customers with Post Office services during this period.

- High Street Post Office, 30 High Street, Maidstone, ME14 1JF

We'll also be asking customers for their feedback once the changes have taken place and details will be available in branch shortly after the new look branch opens.

Yours sincerely

David Gold

David Gold
Area Manager

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 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.postoffice.co.uk/transforming-post-office. 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.

Grove Green Post Office® services available

Your Postmaster or our Customer Helpline on 03457 223344 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

	Current branch	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	✓	✓
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		
Bill payments (card, barcoded or manual)	✓	✓
Key recharging	✓	✓
Transcash (without barcode)	✓	✓
Licences		
Rod fishing licences	✓	✓
Travel		
Pre-order travel money	✓	✓
On demand travel money	Euro/Dollar	Euro/Dollar
Travel insurance referral	x	✓
On demand travel insurance	✓	x
Mobile Top-ups & E vouchers		
Mobile Top-ups & E vouchers	✓	✓
National Lottery Terminal	✓	✓
Payment by cheque		
Products marked x are available at High Street Post Office, 30 High Street, Maidstone. ME14 1JF	✓	✓
		Opening times: Mon – Sat 09:00 – 17:30

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. A low level serving screen helps to aid privacy and there would be enough space for people to wait back from those being served. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.