

NCT Consultation Form - ON-SITE									
1	Completed by:								
2	Email:								
3	Telephone:								
4	Date:	03/04/2017							
Branch name & address		Current Branch			Proposed New Location				
5	FAD				N/A				
6	Branch name	St Leonards-On-Sea			N/A				
7	Add 1	12 - 14 London Road			N/A				
8	Add 2	Pelt Road			N/A				
9	Add 3				N/A				
10	Add 4	St Leonards-On-Sea			N/A				
11	Add 5	East Sussex			N/A				
12	POSTCODE	TN37 6AA			N/A				
Telephone no's:		Current Branch			New Branch				
13	Branch Manager's/Agent's name:								
14	Contact Details: (Counter & Branch Manager No.)								
Rational/Positioning Statement		Ons te DMB- 121 Franchise							
Retail details:		Current Branch			New Branch				
15	Type of retail	N/A			News Agent (CTN)				
16	If other, please specify								
17	Name of retailer	NA			NA				
18	Experienced agent/multiple partner	NA			Yes				
19	Store Name	NA			Unknown				
Opening times		Current Branch Hours (24hr clock)			Proposed Branch Hours (24hr clock)				
20	Monday	09:00	to	17:30	09:00	to	17:30		
21	Tuesday	09:30	to	17:30	09:00	to	17:30		
22	Wednesday	09:00	to	17:30	09:00	to	17:30		
23	Thursday	09:00	to	17:30	09:00	to	17:30		
24	Friday	09:00	to	17:30	09:00	to	17:30		
25	Saturday	09:00	to	12:30	09:00	to	17:30		
26	Sunday		to			to			
Combi Till Opening Times					Proposed Combi Till Hours (24hr clock)				
27	Monday	N/A			09:00	to	17:30		
28	Tuesday				09:00	to	17:30		
29	Wednesday				09:00	to	17:30		
30	Thursday				09:00	to	17:30		
31	Friday				09:00	to	17:30		
32	Saturday				09:00	to	17:30		
33	Sunday		to						
Number and type of counter serving positions in use		Current Branch			New Branch				
34	Fortress	5			1				
35	Open plan	0			2				
36	Combi Till	N/A			1				
37	Designated Bureau/ High Business banking deposits	Yes 1			Yes				
38	Financial Services Area/Private Consultation Room	FS Area			No				
Additional services		Current Branch			New Branch				
39	AEI (specify DVLA/SIA or UKBA)	Yes-AEI DVLA/SIA			Yes-AEI DVLA/SIA				
40	ATM (specify Internal or External)	Yes External			Yes External				
41	Number of SSK Machines	0			0				
42	Queue call forward system	Yes			No				
43	Any Local schemes? If so detail scheme and if it will continue.	No			No				
43.1	Bus and Tram (TFL)								
43.2	Child and 60+ Oyster (TFL)								
43.3	Scotland Travel								
43.4	SEWTA Env Caerphilly								
43.5	SWITCH (Wales)								
43.6	SWIFT (Wales)								
43.7	Strathclyde Travel								
Additional Detail		Current Branch			New Branch				
44	Is the branch attached to a sorting office?	No			N/A				
45	If so, do Royal Mail have any plans to close/ relocate?								
46	Where is the nearest postbox, (in metres)? (specify type e.g. free-standing/wall mounted)	Two Wall Mounted boxes.			N/A				
47	Does the branch have a war memorial?	No							
48	How many Welsh speaking staff are at the new branch?	0							
49	Average Customer Sessions				N/A				
49.1									
49.2									
49.3									
Additional Background Information									

Access & Facilities		Current Branch	New Branch
Getting Into The Premises - Reaching The Entrance From The Pavement			
50	Where is the branch located? <i>i.e. main road, shopping centre, pedestrianised area, on first floor, etc.? (Please provide as much detail as possible)</i>	Main road in the central shopping area.	
51	If the branch is located in a pedestrianised area, are there any restrictions? (e.g., buses/taxis only, time restrictions, etc.)	NA	
52	Local terrain, e.g. is the branch located on level terrain, uphill etc.	The branch is situated at the bottom of a slight hill.	
53	Is there level access from the street to the main entrance door?	Yes completely level	
53.1	If there are steps, please provide approximate width and height.	NA	NA
53.2	If there is a ramp, please provide as much information as possible about the ramp and whether it appears to be compliant with POL standards. (e.g. is it wide enough for easy access, does it have any raised edges, does the gradient appear to be appropriate, is the surface appropriate (to avoid slipping). If possible please state dimensions - height, length, width, gradient - and specify surface material). If the ramp is temporary, please confirm signage about availability/arrangements for customers to obtain use of the ramp")	NA	
53.3	Is there a handrail attached to the steps/ramp?	N/A	
54	Are there any plans to improve access - e.g. if there are steps at the entrance, will a bell or signage be installed? Or are there plans for a portable or permanent ramp? etc.	NA	
55	Is there an alternative entrance to the building?	No	
55.1	Is access at the alternative entrance level?		
55.2	If there is a ramp, please provide as much information as possible about the ramp and whether it appears to be compliant with POL standards. (e.g. is it wide enough for easy access, does it have any raised edges, does the gradient appear to be appropriate, is the surface appropriate (to avoid slipping). If possible please state dimensions - height, length, width, gradient - and specify surface material). If the ramp is temporary, please confirm signage about availability/arrangements for customers to obtain use of the ramp")		
56	Which is more accessible, the main entrance or the alternative entrance?		
57	We cannot provide level access, please provide details	NA	
Getting Into The Premises - At the doorway			
58	Is the entrance well lit?	Yes	
59	What type of door is at the main entrance?	Single automatic	
59.1	Does the door open inwards?	Yes	
59.2	If the door uses a push button, is the button between 900mm and 1200mm?	N/A	
59.3	If the door is manually operated, is the handle no more than 1000mm from the ground?	N/A	
59.4	Would any customer find it difficult to open the door? - please provide details	No-Automatic Door	
59.5	Is the doorway free from obstruction?	Yes	
59.6	What is the width of the entrance door in mm? (minimum 775mm or 800mm new builds for wheelchair access)	Yes	
60	Can wheelchair users get into the premises easily and not be obstructed by the floor surface?	Yes	
61	If new premises are located within a shopping centre, is the entrance kept open during store opening times?	N/A	
62	Does the entrance door have a buzzer or bell?	No	
62.1	Is the buzzer or bell not more than 1200mm and no lower than 900mm high?		
62.2	Is the buzzer or bell working?		
62.3	Is the buzzer or bell clearly marked?		
63	Is there a clear and legible sign at the entrance door to show which of the following facilities are provided at the Post Office counter: induction loop, low counter position, portable ramp?	Yes	
64	What is the height of the door threshold strip, in mm? (i.e. a small strip c.13mm high to keep out rain) N.B. Any greater than 13mm would be classed as a step	Small Strip	
65	To assist visually impaired customers, are there hazard/safety markings on the glass door?	Yes	
66	Is there colour contrasting between the door and surrounding area?	Yes	
67	Can partially sighted customers access the branch and be safe when entering glazed doors?	Yes	
68	What type of door is at the alternative entrance?		
68.1	Does the door open inwards?		
68.2	If the door uses a push button, is the button between 900mm and 1200mm?		
68.3	If the door is manually operated, is the handle no more than 1000mm from the ground?		
68.4	Would any customer find it difficult to open the door? - please provide details		
68.5	Is the doorway free from obstruction?		
68.6	What is the width of the entrance door in mm? (minimum 775mm or 800mm new builds for wheelchair access)		
69	Can wheelchair users get into the premises easily and not be obstructed by the floor surface?		
70	If new premises are located within a shopping centre, is the entrance kept open during store opening times?		
71	Does the entrance door have a buzzer or bell?		

71.1	Is the buzzer or bell not more than 1200mm and no lower than 900mm high?			
71.2	Is the buzzer or bell working?			
71.3	Is the buzzer or bell clearly marked?			
72	Is there a clear and legible sign at the entrance door to show which of the following facilities are provided at the Post Office counter: induction loop, low counter position, portable ramp?			
73	What is the height of the door threshold strip, in mm? (i.e. a small strip c.13mm high to keep out rain) N.B. Any greater than 13mm would be classed as a step			
74	To assist visually impaired customers, are there hazard/safety markings on the glass door?			
75	Is there colour contrasting between the door and surrounding area?			
76	Can partially sighted customers access the branch and be safe when entering glazed doors?			
77	Are there any plans to improve access? Please provide as much detail as possible.			
Inside The Premises - From Door To Counter				
78	Is there level access in the shop and Post Office?	Yes completely level		
78.1	If there are steps, please provide approximate width and height.	NA		
78.2	If there is a ramp, please provide as much information as possible about the ramp. (e.g. is it DDA compliant, is it wide enough for easy access, does it have any raised edges, . If possible please state dimensions -height, length, width, gradient)	NA		
78.3	Is there a handrail attached to the steps/ramp?	N/A		
79	We cannot provide level access, please provide details	Already Level Access		
80	Internal environment, i.e. décor.	Good Standard		
81	Are the premises well lit?	Yes		
82	Are the floor coverings level, free of spills and tripping hazards?	Yes		
83	Does the internal route to the Post Office counter/services have a minimum unobstructed width of 1200mm?	Yes		
84	Is there a turning circle of 1500mm at the end of aisles?	Yes		
85	Where within the premises will the Post Office service be located? i.e. left/right/front/ rear	To the left rear side of the building		
86	If not on ground floor how will customers access the service? i.e. stairs, lift (give weight/people capacity), up/down escalators? If lift, please provide capacity	NA		
87	Please describe any other specific access issues at the branch	The branch is situated at the bottom of a slight hill		
88	Is there a dedicated queuing area?	Yes		
88.1	Is the queuing area free of obstructions?	Yes		
88.2	Is the queuing area a minimum of 1200mm wide?	Yes		
88.3	Does the queuing area have a turning circle of 1500mm?	Yes		
89	Is there a queue management system in place?	Yes		
89.1	Does any visual queue management system also have an audio prompt?	Yes		
90	Is there a seat in the queuing/waiting area? If yes, how many seats are available?	Yes	2	
91	Number of low-level serving counters and pin pads?	1 Minimum - Known to branch and spotted		
92	Number of low-level writing desk?	1		
93	Number of Hearing Loops?	1		
93.1	Are they working?	Yes		
93.2	Are they clearly signed?	Yes		
94	Can wheelchair users access the scales easily? (i.e. the top of the scales should be no more than 1200mm high)	Yes		
95	Can wheelchair users access leaflet dispensers on their own?	Yes		
96	Are there signs indicating availability of documents in alternative formats? If yes, please provide details.	No		
97	Are there any plans to improve access? Please provide as much detail as possible.	All counters will have low level access and pin pads. There will also be hearing loops installed.		

Local Area		Current Branch	New Branch	
Getting Into the Shopping Centre - At the Doorway (must be completed if branch is located in a shopping centre)				
98	Number of entrances to the shopping centre			
			Entrance 1 (please provide description on of the entrance, i.e. street name, etc.)	Entrance 2 (please provide description on of the entrance, i.e. street name, etc.)
99	Is there level access from the street to the entrance door?			
99.1	Is there a handrail attached to the steps/ramp?			
100	Is the entrance well lit?			
101	What type of door is at the entrance?			
101.1	Does the door open inwards?			
101.2	If the door is manually operated, is the handle no more than 1000mm from the ground?			
101.3	Would any customer find it difficult to open the door? - please provide details			
101.4	Is the doorway free from obstruction? If no, please provide details.			
101.5	What is the width of the entrance door in mm? (minimum 775mm or 800mm new builds for wheelchair access)			
102	Can wheelchair users get into the shopping centre easily and not be obstructed by the floor surface?			
103	What is the height of the door threshold strip, in mm? (i.e. a small strip c.13mm high to keep out rain) N.B. Any great than 13mm would be classed as a step			
104	To assist visually impaired customers, are there hazard/safety markings on the glass door?			
105	Is there colour contrasting between the door and surrounding area?			
106	Can partially sighted customers access the shopping centre and be safe when entering glazed doors?			
107	Please describe any other specific issues at the entrance			
Getting Into the Premises from the Shopping Centre Entrance (must be completed if branch is located in a shopping centre)				
108	Distance from the Shopping Centre entrance to the Premises			
109	Is the walk from the shopping centre entrance to the proposed new location level? Please provide as much detail as possible			
110	If the premises are not on ground floor how will customers access the service? i.e. stairs, lift (give weight/people capacity), up/down escalators? If lift, please provide capacity			
111	Is the walkway from the entrance to the premises free of obstruction? If no, please provide details.			
112	Please describe any other specific issues			
Local Area Information (must be completed in all cases)				
113	Are there any markets in the local area?	No		
113.1	If yes, please provide details. i.e., frequency, location, dates, times, etc.			
114	Are there any local events in the area?	No		
114.1	If yes, please provide details. i.e., name of the event, frequency, location, dates, times, etc.			
115	Is there shopmobility scheme available in the area?	No		
115.1	If yes, please provide details, i.e., opening times, cost, how to register, membership, etc.			
116	Are there any other community schemes available in the area?	No		
116.1	If yes, please provide details, i.e., type of scheme, cost, drop off and pick up points, how to book, is it suitable for wheelchair users?			

Parking & Transport		Current Branch		New Branch	
Distance and terrain					
117	External environment (<i>Cleanliness, Decoration</i>)	Good			
118	Terrain in the area around the branch, <i>i.e. Level/hilly/varied (Please provide details)</i>	Located at the bottom of a slight hill			
119	Are the footpaths/pavements around the branch level, in good repair and with drop kerbs? (<i>Please provide details</i>)	Yes			
120	Are the pavements/footpaths and entrance around the branch well lit? (<i>Please provide details</i>)	Yes			
121	Are there any major roads within 50 metres of the branch entrance that cannot be crossed using a pedestrian crossing? (<i>Please provide details</i>)	No			
122	Are there any steep or long hills in the area around the branch that would cause customers with disabilities, problems getting to the branch? (<i>Please provide details</i>)	No	No long or steep hills but the high street area does have an incline		
Public transport					
123	Are there any bus stops in the area around the branch?	Yes			
123.1	How far is the nearest bus stop (<i>in metres</i>)?	150m -180m depending on direction			
123.2	Which bus companies operate in the area?	Stagecoach - main route Arrow			
123.3	What is the frequency of the buses? (<i>hours/minutes</i>)	Approx every 15mins			
123.4	Do the buses on these routes have low-level access?	Yes			
124	Are there any tram/tube stops in the area around the branch?	No			
124.1	How far is the nearest tram/tube stop (<i>in metres</i>)?				
124.2	Which tram/tube companies operate in the area?				
124.3	What is the frequency of the trams/tube? (<i>hours/minutes</i>)				
124.4	Do the trams/tube trains on these routes have low-level access?				
125	Are there any train stops in the area around the branch?	Yes			
125.1	How far is the nearest train stop (<i>in metres</i>)?	350m			
125.2	Which train companies operate in the area?	Southern, Southeastern			
125.3	What is the frequency of the trains? (<i>hours/minutes</i>)	approx every 5-10 mins			
125.4	Do the trains on these routes have low-level access?	Yes			
126	Overall, please summarise which local areas are served by public transport to/from the branch. Please also provide any additional information regarding travel routes in the local area which might be relevant to customers of the branch.	Hastings, Bexhill and Hollington are served by public transport nearby to the branch. The trains run to Brighton/Eastbourne/London			
127	Are there any suitable stopping/resting points for pedestrians between the bus/train/tram/tube stop and the branch, i.e. benches, etc.? (<i>Please provide details</i>)	No			
Parking					
128	Is there dedicated off road customer parking at the branch?	No			
128.1	Are there any dedicated spaces available for disabled parking? How many?	No			
128.2	Location (If the proposed location is in a pedestrianised area please check if there is any accessibility for car users, sometimes made available at certain times of day - take photos of any applicable signs)	NA			
128.3	Distance between dedicated parking and the branch (<i>in metres</i>)	NA			
128.4	Are there any dedicated spaces available for parent and child? How many?	No			
128.4.1	Location (If the proposed location is in a pedestrianised area please check if there is any accessibility for car users, sometimes made available at certain times of day - take photos of any applicable signs)				
128.4.2	Distance between parent & child parking and the branch (<i>in metres</i>)				
129	Are there any safe drop off points nearby to the branch (<i>i.e. where a car can pull over safely and a wheelchair user can get out of the car legally and safely</i>)? How many?	Yes	There is a loading bay area for 2 cars on Norman Road approx 40m although this would mean having to cross the road		
129.1	Are there any restrictions?				
129.2	Distance between the drop off point and the branch (<i>in metres</i>)	40m			
129.3	Where, i.e. road name	Norman Road			
130	Is there on street parking within 50 metres of the branch entrance?	Yes			
130.1	Please state distance and where <i>i.e. road name</i> . Please capture any restrictions.	Norman Road	Free Parking for 2hr no return within 2 hours in one section, free Parking for 1hr no return within 2 hours in the other section		
130.1	Number of spaces	Multiple, unmarked bays			
130.2	Number of blue badge bays	0			
130.3	Is the street parking free? If not, please provide cost and any restrictions, take photos of any signs	Free Parking for 2hr no return within 2 hours in one section, free Parking for 1hr no return within 2 hours in the other section			
131	How far is the nearest public car park (<i>in metres</i>)? (<i>Do not include customer use only parking (e.g. supermarkets / retailers)</i> Ensure car park(s) identified have no restrictions.	65m			
131.1	Name of car park	Crystal Square			
131.2	What kind of car park is it? <i>E.g., Pay & Display / Pay on exit</i>	Pay and Display			
131.3	Cost of car park	60p up to 1hr, £1.10 up to 2 hrs, £1.60 upto 3 hrs, £2.10 up to 4 hrs			
131.4	Number of spaces	30			
131.5	Number of blue badge bays	3 Disabled bays			
131.5	Number of parent/child bays	0			

132	Are there any suitable stopping/resting points between the car park and the current/proposed location, i.e. benches, etc.? <i>(Please provide details)</i>	No				
-----	--	----	--	--	--	--