



Dear Customer

**Church Crookham Post Office® branch
1 Ridgeway Parade, Church Crookham, Fleet, GU52 6NY**

Local Public Consultation Decision

I am writing to inform that, following the recent loss of service at the current location, we are confident that the best way to restore Post Office services in Church Crookham is to move the branch to Southern Co-op, 100 Aldershot Road, Church Crookham, Fleet, GU52 8JR. Our partner Southern Co-op has identified an opportunity to incorporate Post Office services into their more spacious modern premises nearby and firmly believes that the move will help safeguard the viability of their business, including the Post Office service.

During the consultation period, we received 56 individual responses from customers and local representatives. Post Office representatives also engaged with local District and Parish Councillors about the proposed move. The majority of feedback expressed concerns about the move of the branch from its current location which was said to be close to other amenities and said that the new location would be too far for people to walk, particularly for our older and less able customers. Customers commented on the irregular opening hours at the current branch and a shortage of sufficiently trained staff. It was also said that the bus service to the new location was inadequate and that people would have to cross a busy road. Other feedback related to car parking at the new location. All the feedback we received helped us to better understand customers' views and I would like to thank everyone who took the time to let us have their views.

I appreciate that the proposed premises are located approximately 483 metres from the current site and I acknowledge for some customers this may mean having to cross the road. In situations where the branch relocates, there will always be some customers who are more inconvenienced than others and I acknowledge for some customers this may mean a slightly longer journey, for which I apologise. Equally, there may be some customers for whom the new location is slightly closer than at present. As I am sure you will understand, matters such as road crossings are outside the direct control of Post Office Limited. However, in light of the concerns raised during consultation, the operator plans to meet with the Council and discuss the possibility of a road crossing near their store on Aldershot Road.

While I acknowledge that the bus service between the two locations is limited, having further reviewed access arrangements and given the relatively close proximity between the two locations, we are satisfied that the new branch will remain accessible for customers. Additionally, Fleet Link operate a community transport scheme in the local area and may provide an alternative option for customers living in the parishes of Crookham Village, Church Crookham, Elvetham Heath and Fleet and who have a mobility or sensory impairment which makes it difficult to access the new branch. Further details are available by calling 01252518090. Details of this service will also be displayed in the new branch.

With regards to traffic and parking in the area, it is fair to say that this is a problem faced generally in many locations nationwide and when looking at service provision in an area, we are mindful of the needs of our customers. I have further reviewed parking and this has confirmed that there is a shared car park in which there are 11 parking spaces as well as 1 designated disabled bay allocated to Co-op customers.

It's clear that the Post Office plays an important part in the lives of customers and we want to make our services as accessible as possible. I'm pleased to confirm that the new branch will have level access with a wide door at the entrance. Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the new style local Post Office to operate alongside the retail offer.

We will be working closely with the operator on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and the queuing area will also be kept clear ensuring sufficient space is available for customers and for a wheelchair to move around and access our services without difficulty.

During the first week after opening, staff at the new branch will undergo full training in Post Office transactions, with Post Office services being available 09:00 – 17:30 during this initial training period. Following this, Post Office services will be available Monday to Sunday 07:00 – 22:00, giving customers greater flexibility to use our services and at times that suit them better. 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.

I have carefully considered my original proposal, and the feedback received during the public consultation period. I am confident that the new service can meet the needs of our customers in the local community.

Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 058900





Thank you for considering our proposal.

Yours faithfully

Michael Brennan

Michael Brennan
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  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.

We've published our final plan on-line, to see it, scan here.

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



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.postofficeviews.co.uk. 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.

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.

Details of the new service:

Church Crookham Post Office information sheet			
Address	Southern Co-op, 100 Aldershot Road Church Crookham Fleet GU52 8JR		
Post Office Opening hours		Mon	07:00 - 22:00
		Tue	07:00 - 22:00
		Wed	07:00 - 22:00
		Thu	07:00 - 22:00
		Fri	07:00 - 22:00
		Sat	07:00 - 22:00
		Sun	07:00 - 22:00
Distance	483 metres away from the current branch, along varied terrain.		
Products & Services	The same range of services will continue to be available.		
Accessibility & Accessibility works	<p>Access and facilities The new premises will have a wide automatic door and level access at the entrance.</p> <p>Transport/parking There is a shared car park at the new premises with 11 parking spaces as well as 1 designated disabled bay allocated to Co-op customers. There is a limited bus service available between current branch and new premises. The nearest bus stop is 85 metres away.</p>		