



Dear Customer

Epsom Post Office®
Epsom & Ewell Borough Council, The Town Hall,
The Parade, Epsom, KT18 5BY

Proposed move to new premises & branch modernisation

As you may be aware from my colleague's letter in July, Post Office services in Epsom were restored at Epsom & Ewell Town Hall, on a temporary basis, whilst we continued to seek a more permanent solution for Post Office service provision in Epsom.

I am pleased to inform you that we have been successful in the appointment of a new permanent agent to continue to operate a Post Office service from a nearby location. This will provide us with the opportunity to incorporate Post Office services into their new premises at 59 High Street, Epsom, KT19 8DH. I'm pleased to tell you that, when the move goes ahead, it will change to one of our new Main style branches.

The new premises, which are currently empty, will undergo a full refurbishment to incorporate a Cards, Stationery & Gifts Shop and Epsom Post Office. Our priority is to safeguard Post Office services to the local community in the longer term. The relocation of Epsom Post Office will create a more secure service to the local community for the future.

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

What will this mean for customers?

- A modern open plan branch in newly refurbished premises
- Longer opening hours
- The same products and services will be available
- Selected Post Office services will also be available at the retail shop counter

Consulting on the new location

Whilst the decision has already been made to move the service from Epsom & Ewell Town Hall, we would still like your views on the service offer at the new location. We are now starting a 6 week local public consultation and would like you to tell us what you think about the suitability of the new location, particularly on the following areas:

- How suitable you think the new location and premises are and how easy it is to get there
- Are the new premises easy for you to get into and is the inside easily accessible
- Are there any other local community issues which you believe could be affected by or affect the proposed change
- Is there anything we could do to make it easier for customers

I've enclosed an information sheet that provides more details about the new location. If you have any comments or questions, please email or write to me via our Communication and Consultation team, whose contact details are below. Any information we receive will be considered as we finalise our plans for the new branch.

You can share your views on the proposed move through our easy and convenient new online questionnaire via the link below. When entering the site you will be asked to enter the code for this branch: 185023

postofficeviews.co.uk

Dates for local public consultation:

Local Public Consultation starts	14 December 2017
Local Public Consultation ends	5 February 2018
Proposed date of relocation	17 January 2018

In this instance we have extended public consultation by 10 calendar days to allow for the holiday period over Christmas.

The current branch is due to close on Tuesday 16 January 2018 at 17:00 with the new branch opening at 59 High Street, Epsom at 13:00 Wednesday 17 January 2018. However, this does not affect the period of the public consultation which is ongoing and we will continue to accept feedback until 5 February 2018.

During the transfer of the branch, customers requiring Post Office facilities may use any convenient Post Office service. Details of alternative Post Office branches are provided below for your convenience:

- Ashtead Post Office, 39 The Street, Ashtead, KT21 1AA
- Ewell Post Office, 4-5 Market Parade, High Street, Epsom, KT17 1SL

I've included information about the Code of Practice over the page and copies of the Code will also be available in branch.





Thank you for considering our proposal. At the end of the consultation we'll put a poster in branch to let you know our final plans.

Yours faithfully



Suzanne Richardson
Regional Network 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.

Want to tell us what you think right here and now – scan here.

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



Items sent by Freepost take 2 working days to arrive. Therefore, responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 66 01 15 or Textphone 03457 22 33 55.

Epsom Post Office information sheet

	Current Post Office location	Proposed new Post Office location (subject to local public consultation)																												
Address	Epsom & Ewell Borough Council The Town Hall The Parade Epsom KT18 5BY	59 High Street Epsom KT19 8DH																												
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:00</td></tr> <tr><td>Tue</td><td>09:00 - 17:00</td></tr> <tr><td>Wed</td><td>09:00 - 17:00</td></tr> <tr><td>Thu</td><td>09:00 - 17:00</td></tr> <tr><td>Fri</td><td>09:00 - 17:00</td></tr> <tr><td>Sat</td><td>Closed</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:00	Tue	09:00 - 17:00	Wed	09:00 - 17:00	Thu	09:00 - 17:00	Fri	09:00 - 17:00	Sat	Closed	Sun	Closed	<table border="1"> <tr><td>Mon</td><td>09:00 - 17:30</td></tr> <tr><td>Tue</td><td>09:00 - 17:30</td></tr> <tr><td>Wed</td><td>09:00 - 17:30</td></tr> <tr><td>Thu</td><td>09:00 - 17:30</td></tr> <tr><td>Fri</td><td>09:00 - 17:30</td></tr> <tr><td>Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 - 17:30	Tue	09:00 - 17:30	Wed	09:00 - 17:30	Thu	09:00 - 17:30	Fri	09:00 - 17:30	Sat	09:00 - 17:30	Sun	Closed
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Opening times of Post Office service at retail counter offering selected services	<table border="1"> <tr><td>Mon - Sat</td><td>09:00 - 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>		Mon - Sat	09:00 - 17:30	Sun	Closed																								
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Distance	280 metres away from the current branch, along varied terrain.																													
Products & Services	The same wide range of products and services will still be available.																													
Serving positions	There will be five serving positions. These will be a mixture of one screened, three open plan and a Post Office serving point for use at the retail counter.																													
Accessibility & Accessibility works	<p>Access and facilities The Town Hall has front and rear entrances with steps or ramp with handrails and wide automatic doors. Internally, there is a writing desk, a hearing loop and space for a wheelchair.</p> <p>Parking There is a Pay & Display car park at the rear of the Town Hall with marked disabled bays. There are further dedicated marked disabled bays at the front entrance of the Town Hall.</p>	<p>Access and facilities The proposed premises would have a wide door and level access at the entrance. Internally, there would be a hearing loop, a low level writing desk, and space for a wheelchair.</p> <p>Parking Pay on exit parking is available at Ashley Centre Multi-storey car park approximately 300 metres from the proposed premises.</p>																												
Retail	No retail	Cards, Stationery & Gifts																												
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Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at www.postofficeviews.co.uk