



Dear Customer

Havant Post Office®
56 West Street, Havant, PO9 1PG

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office to a new location at 23-25 Market Parade, Havant, PO9 1PY, where it will be operated by a retail partner. The new premises, which are currently empty, will undergo a refurbishment to incorporate a Stationery Shop and Havant 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.

The current branch will close on Wednesday 26 June at 17:30, with the new branch opening, at 23-25 Market Parade, Havant, at 09:00 on Friday 5 July 2019. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

During 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:

- Park Parade Post Office, 37A Park Parade, Leigh Park, Havant, PO9 5AA
- Bedhampton Post Office, 26 Park Lane, Bedhampton, Havant, PO9 3HJ
- Farlington Post Office, 424 Havant Road, Farlington, Portsmouth, PO6 1NF

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

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

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.

Appendix A

Response to Local Public Consultation

Consultation started 5 March 2019

Consultation ended 16 April 2019

We received 8 individual responses from customers and local representatives during the local public consultation period, who supported the move of the branch. Respondents welcomed retention of Post Office services locally, the ease of access, located more central to local community and increased space which would be available in the new branch.

I have carefully considered our original proposal and the feedback received during the local public consultation period. I am confident that the new branch is suitably located and this new way of offering Post Office services will meet customer needs, whilst helping to provide future sustainability for the branch.

The Post Office plays an important role in the lives of customers, particularly to our older and disabled customers, and we want to make our services as accessible as possible. Access will be via a permanent ramp with a wide door at the entrance. I can confirm time restricted roadside parking is available within Market Parade with dedicated marked disabled bays. Parking is also available at the Meridian Centre multi-story Car Park within 110 metres away.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with two screened and two open plan counter positions and incorporating low-level facilities. We will be working closely with the new operator on the design of the new branch to make sure that internal layout provides adequate space and privacy for Post Office customers and access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles.

Customers will be able to transact the same wide range of products and services as currently, with a selection of on demand Travel Money.

Additionally, there will be a Post Office serving point located at the retail counter where customers can access the majority of Post Office products and services alongside retail transactions. This serving point will be open six days a week and will open alongside the main Post Office opening times, allowing customers to transact the majority of Post Office products and services alongside retail transactions across six days a week and at times that are more convenient for them. Full details of the new branch are provided at the end of this letter.

Appendix B

Havant Post Office information sheet															
Address	23-25 Market Parade Havant PO9 1PY														
Post Office Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <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 – 14:30</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 – 14:30	Sun	Closed
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Sat	09:00 – 14:30														
Sun	Closed														
New Opening times of Post Office Service at retail Counter	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>Mon - Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 14:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon - Fri	09:00 – 17:30	Sat	09:00 – 14:30	Sun	Closed								
Mon - Fri	09:00 – 17:30														
Sat	09:00 – 14:30														
Sun	Closed														
Distance	Within 300 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be five serving positions, which will be a mixture of two screened and two open plan, with a Post Office serving point provided for use at the retail counter and available during shop opening hours.														
Accessibility	<p>Access and facilities Currently there is a step at the entrance to the proposed premises, however a permanent ramp will be installed with a wide door. Internally, there will be a hearing loop, a low level writing desk and space for a wheelchair.</p> <p>Parking Time restricted roadside parking is available within Market Parade with dedicated marked disabled bays. Parking is available at the Meridian Centre multi-story Car Park within 110 metres away.</p>														
Retail	Stationery														
Date of move	Friday 5 July 2019 at 09:00														

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
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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.