



Dear Customer

Haywards Heath Post Office®
59-63 South Road, Haywards Heath, West Sussex, RH16 4LQ

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 proposal to move the above Post Office into WHSmith at 65 South Road, Haywards Heath, RH16 4LQ, where it will be operated by WHSmith High Street Ltd.

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 key issues raised in consultation and our response to each key issue 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 new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in Haywards Heath.

Posters will now be displayed in branch to let customers know about this decision. The current branch will close at 17:30 on Wednesday 20 February 2019, with the new branch opening at 09:00 on Thursday 21 February 2019.

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: 008912

Yours faithfully

A handwritten signature in black ink, appearing to read "Roger Gale".

Roger Gale
Network & Sales Director
Post Office Limited

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments

Appendix A – Response to Local Public Consultation

Consultation started 7 November 2018

Consultation ended 19 December 2018

Consultation responses

- 184 responses from customers.

Customer forum event

Held on 11 December 2018 attended by 1 member of the public.

Key issues raised

- Getting to the new location
- Space within WHSmith
- Staff & customer service

Response to issues raised

Getting to the new location

The new branch is located next door to the current branch along level terrain. As the new premises are close by to the current branch, customers would be able to use the same local transport and parking facilities including a pay & display car park on Haywards Road East approximately 90 metres away with 50 spaces and 2 designated disabled bays available.

Access into the store will be via two entrances. There is level access with automatic doors at the main entrance and manual double doors with a step at the second entrance. Externally the store front will include Post Office signage and an opening hours board.

Space within WHSmith

To make sure there is sufficient space for Post Office customers, including wheelchair users, to move around the store and reach the Post Office area without hindrance, the entrance area and shopping aisles will be kept free of obstructions. The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. There will be space for people to wait for service and customer seating will also be provided.

The branch will have its own designated area along the left hand side towards the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

Staff & customer service

The same wide range of products and services will still be available and any person employed to work in Haywards Heath Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters. Post Office Area Managers will work with WHSmith and the branch team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

There will be four serving positions, which has been based on current and forecast future business levels; three open plan positions and one traditional screened position which will also provide travel money services. Additionally there will be two self-service kiosks for mails transactions including most home shopping returns, E Top-Ups, and a range of bill payments. Following the move, the Post Office will be open on Sundays, providing customers with more flexibility around their visits. We will continue to monitor service demand in the area, along with customer usage at the new branch following the move and will work with WHSmith to make sure service standards are maintained.

Appendix B

Haywards Heath Post Office information sheet															
Address	WHSmith 65 South Road Haywards Heath RH16 4LQ														
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 – 17:30</td></tr> <tr><td>Sun</td><td>10:00 – 14:00</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	10:00 – 14:00
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Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be four serving positions in total; one screened and three open plan. The total number of serving positions has been based on current and future predicted business levels.														
Additional Facilities	Two self-service kiosks for mails transactions including home shopping returns, E Top-Ups, and a range of bill payments.														
Access & facilities	There are two entrances into the new premises. There are automatic doors and level access at the main entrance and manual double doors with a step at the alternative entrance. A low level writing desk, a hearing loop and customer seating would be available.														
Route	Next door to the current branch, along level terrain.														
Transport & parking	<p style="text-align: center;">Parking</p> There is a pay & display car park on Haywards Road East with 50 spaces and 2 designated disabled bays available approximately 90 metres away.														
	<p style="text-align: center;">Buses</p> Public transport available to and from the surrounding areas.														
Retail	Cards and stationery														
Date of move	Thursday 21 February 2019 at 09:00														

To get this information in a different format, for example, in larger print, audio or braille please call 03452 66 01 15 or Textphone 03457 22 33 55.