



Town Clerk
Leigh-on-Sea Town Council
71-73 Elm Road
Leigh-on-Sea
ESSEX
SS9 1SP

12 September 2017

Dear Sir/Madam

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Mr J Singh - Branch Secretary
NFSP - Essex
Braintree Post Office
3-5 New Street
BRAINTREE
CM7 2ER

12 September 2017

Dear Mr Singh

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Independent Chair
LSP - Southend-on-Sea
Southend-on-Sea Borough Council
Civic Centre0
SOUTHEND-ON-SEA
SS2 6ER

12 September 2017

Dear Sir/Madam

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Office Manager
Citizens Advice Southend
1 Church Road
Southend-on-Sea
ESSEX
SS1 2AL

12 September 2017

Dear Sir/Madam

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Postmaster
Leigh Road Post Office
82 Leigh Road
ESSEX
SS9 1BZ

12 September 2017

Dear Sir/Madam

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Branch Manager
London Road Post Office
1761 London Road0
ESSEX
SS9 2ST

12 September 2017

Dear Sir/Madam

Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														



Mr James Arthur Nott
Eastwood Boulevard Post Office
27 Eastwood Boulevard0
ESSEX
SS0 0BY

12 September 2017

Dear Mr Nott

**Leigh-On-Sea Post Office®
24-28 Rectory Grove, Leigh-On-Sea, SS9 2HG**

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review the decision has been made to proceed with the proposal to move the above Post Office into the Broadway Supermarket store at 101 Broadway West, Leigh-On-Sea, SS9 2BU. The branch will be operated under the name Select Convenience.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Leigh-On-Sea now and for the long-term.

Public consultation feedback:

During the public consultation period we received 37 individual representations from customers and local representatives. We also held a customer forum to talk about our plans and answer questions.

I would like to thank everyone who took the time to let us have their comments and provide information. The main areas of feedback were around access to the new location, with customers commenting that the pavement outside the proposed premises is narrow, the availability of space within the premises, parking and the range of services that would be available. 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, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new location, regrettably others will have further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The distance to the new location from the existing branch is approximately 120 metres, via a pedestrian walkway and along level terrain and well-maintained pavements, including the area outside the new premises. Some customers were concerned about possible congestion on the pavement and we will ask our new partner to be vigilant of any potential pavement obstructions and to engage with adjacent businesses and the local council should this become a problem.

We recognise that parking close by is important for our customers, especially for those with limited mobility. There is time-restricted roadside parking outside the new premises on the same side of the road, as well as two designated disabled bays approximately 100 metres away. We'll also be contacting the Council to see if any specific consideration can be given to disabled parking provision near to the new branch.

As the new Post Office will be located close to the original site, customers can continue to use the same bus services; the nearest bus stop is approximately 100 metres away.

In conclusion, I remain satisfied that customers in Leigh-On-Sea will continue to have good access to Post Office services.

What the new branch will look like

We know that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers, and providing good access for all our customers is a very high priority for us.

We will be working together with our new partner to provide a new, modern Post Office in a bright, open-plan layout. Access will be level and an automatic door will be installed. The store front will include Post Office signage and an opening hours board. Internally the store will undergo a refurbishment with the retail offer being realigned and relocated to the rear of the premises, providing additional space at the front of the store and easing congestion for customers. There will be sufficient space for Post Office customers, including wheelchair users, and the entrance area will be kept free of obstructions. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation.

The Post Office counters 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. There will be four counter serving positions which have been based on current and forecast future business levels; one traditional screened position, which will also provide travel money services, two open plan serving positions and an open plan service point at the retail counter. Open plan serving positions are successfully used across the Post Office network as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide a more personal service and discreet conversations when needed.

Following the change, the Post Office will be open for longer on Saturday afternoons, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers all the same products and services, with the exception of high value transactions and some specialist services, such as philatelic products and transactions requiring specialist equipment such as payments for EDF electricity keys. This service point will be open seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be met. Alongside this, we'll carefully monitor customer usage at the branch in the weeks following the move and will continue to work with our new retail partner to make sure service standards are maintained.

Access to Post Office services and products

The same wide range of Post Office services, including full posting facilities, will continue to be available with the exception of a cash machine, DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license applications. Although the Post Office cash machine and the DVLA Photocard Driving Licence renewal and SIA license application services will not be transferring, these services will continue to be available in the area. The nearest Post Office cash machine is located approximately 1.3 miles away at London Road Post Office, Leigh-On-Sea, SS9 2ST. I can also confirm that the DVLA Photocard Driving Licence renewal and SIA license application services will be available at Southend-on-Sea Post Office (approximately 3.2 miles away) 207 High Street, Southend-On-Sea, SS1 1LN. Both branches can be reached by a regular bus service.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff

Our new retail partner has satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Leigh-On-Sea Post Office will be trained to the highest Post Office standards. Just as with branches we run ourselves, the branch will receive on-going training on products and services, as well as general operational and service related matters. Post Office will work with the Select Convenience team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners.

In respect of our people working at the existing branch, we have a strong track record of supporting our people through change. We will do all that we can to find a solution that works for each individual within the options available.

Conclusion

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Leigh-On-Sea. The current branch will close at 17:30 on 18 October 2017, with the new branch opening at 09:00 on 19 October 2017.

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: **00714099**.

Yours sincerely



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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, by contacting us or on our website – 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 larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Leigh-On-Sea Post Office information sheet															
Address	Select Convenience 101 Broadway West Leigh-On-Sea SS9 2BU														
Opening hours	<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
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														
Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>08:00 – 20:00</td></tr> <tr><td>Sun</td><td>09:00 – 17:00</td></tr> </table>	Mon – Sat	08:00 – 20:00	Sun	09:00 – 17:00										
Mon – Sat	08:00 – 20:00														
Sun	09:00 – 17:00														
Products & Services	The same wide range of services will be available with the exception of a cash machine, the DVLA Photocard Driving Licence renewal and Security Industry Authority (SIA) license application services.														
Serving positions	There will be four serving positions in total; one screened, two open plan and a Post Office serving point at the retail counter. The total number of serving positions has been based on current and future predicted business levels.														
Access & facilities	Access will be level with an automatic door at the entrance. Low level serving counters, a low level writing desk, hearing loops and customer seating will be available.														
How far away is it?	Approximately 120 metres away from the current branch, along level terrain.														
Transport & parking	Time-restricted roadside parking is available outside the premises. There are two designated disabled bays approximately 100 metres from the new branch. The nearest bus stop is approximately 100 metres away.														
Retail	Convenience Store														
Date of move	19 October 2017														

