



Dear Customer

Leigh Park Post Office®
24-26 Park Parade, Havant, PO9 5AE

Local Public Consultation Decision

I am writing to confirm that after careful consideration of the feedback received and all other relevant factors, we have decided that there is sufficient access to alternative Post Office services to cope with demand in the area so we will proceed with our decision to close Leigh Park Directly Managed branch.

As you will recall from my previous letter, we recently opened three new local branches in the Leigh Park area; Greywell Road, Forestside Avenue and Park Parade Post Office branches. With these new branches in place, we are confident there will be sufficient convenience and choice for customers without the need to retain the current Directly Managed branch.

Public consultation responses

During the 12 week local consultation period we received 27 individual representations from customers and local representatives. Much of the feedback we received focused on the size of the alternative locations and the accessibility of Post Office services in the area. All the feedback helped us to better understand the views of customers and their representatives and I would like to thank everyone who took the time to let us have their comments and provide information.

Access to Post Office services

We've considered the feedback received during consultation from customers and local representatives very carefully, particularly the concerns raised around future accessibility of our services. With any closure it's inevitable, but regrettable, that some customers will be inconvenienced. However, with Park Parade Post Office located approximately 75 metres from Leigh Park Post Office, Greywell Road Post Office approximately 230 metres away and Forest Avenue Post Office 0.9 miles away, there are a number of alternative Post Office branches in the surrounding area, along with good public transport provision.

We are confident that our new branches have the capacity to meet customer demand and cater for additional customers, offering a wide range of Post Office products and services and, due to the extended opening hours, providing continued good access to our services. I am pleased to advise that DVLA services will be available soon at Greywell Road Post Office and Park Parade Post Office. The small number of Post Office products and services that will not be available at our new branches, such as Passport Check & Send, Identification services, change giving and high value banking, will continue to be available at Havant Post Office, 56 West Street, Havant, PO9 1PG. This branch is located approximately 1.4 miles from Leigh Park Post Office and can be reached by a frequent bus service.

We have been working closely with the new operators to plan their interior store layout, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles.

Staff at the alternative branches are fully trained in Post Office transactions and staffing levels will be reviewed and carefully aligned to meet customer demand. Further information about the alternative branches in the area are given in the information sheet at the end of this letter.

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

Conclusion

It's clear that the Post Office plays an important part in the lives of our customers living and working in the area and we want to make our services as accessible as possible. Without doubt the Post Office has a special position in the community. I am confident that the remaining branches in the area will meet customer needs both now and in the future; ensuring residents have continued access to Post Office services while delivering an excellent service.

Posters will now be displayed in branch to let customers know about this decision. The branch will cease trading from 17:30 on Wednesday 26 September 2018.

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

How to contact us:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Post Office Limited is committed to protecting your privacy. Information about how we do this can be found on our website at postoffice.co.uk/privacy

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

Alternative branches in the area

Forestside Avenue Post Office		
Address	71 Forestside Avenue Leigh Park Havant PO9 5SJ	
Post Office Opening hours	Mon – Sun	07:00 – 22:00
Distance	Approximately 0.9 miles away from Leigh Park Post Office branch, along varied terrain.	
Accessibility	<p>Access and facilities</p> <p>Access to the store is level with an automatic door at the entrance. A low level serving counter and hearing loops are available.</p> <p>Transport/Parking</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 50 metres away. Roadside parking is available outside the branch.</p>	

Park Parade Post Office		
Address	Elly's Convenience Store 37a Park Parade Leigh Park Havant PO9 5AA	
Post Office Opening Hours	Mon - Sat	08:00 – 22:30
	Sun	10:00 – 22:00
Distance	Approximately 75 metres walking distance from Leigh Park Post Office branch, along level terrain.	
Accessibility	<p>Access and facilities</p> <p>There is a ramp at the entrance to the branch. A low level serving counter and hearing loops are available.</p> <p>Transport/Parking</p> <p>Pay & display parking is available at Tidworth Road car park with 99 spaces and 5 dedicated disabled bays approximately 85 metres away.</p>	

Greywell Road Post Office		
Address	46 Greywell Road Leigh Park Havant PO9 5AL	
Post Office Opening hours	Mon - Fri	08:30 – 18:00
	Sat	09:00 – 17:00
	Sun	Closed
Distance	Approximately 230 metres walking distance from Leigh Park Post Office branch, along level terrain.	
Accessibility	<p>Access and facilities</p> <p>There is a ramp at the entrance to the branch and a wide door. A low level serving counter and hearing loops are available.</p> <p>Transport/Parking</p> <p>Pay & display parking is available at Greywell shopping centre car park with 151 spaces and 13 designated disabled bays, approximately 140 metres away.</p>	

Post Office® services available			
For information about product availability call 03457 223344 or to provide you with details of maximum value of transactions please speak to the operator. Customers can also shop online at www.postoffice.co.uk			
	Park Parade	Greywell Road	Forestside Avenue
Mail			
First & Second Class mail	✓	✓	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓	✓	✓
Special stamps (Christmas issue only) & postage labels	✓	✓	✓
Signed For	✓	✓	✓
Special Delivery	✓	✓	✓
Home shopping returns	✓	✓	✓
Inland small, medium & large parcels	✓	✓	✓
Express & contract parcels	✓	✓	Express 24 & 48
British Forces Mail (BFPO)	✓	✓	✓
International letters & postcards (inc. signed for & Airsure)	✓	✓	✓
International parcels up to 2kg & printed papers up to 5kg	✓	✓	✓
Parcelforce Worldwide International parcels	✓	✓	✗
Articles for the blind (inland & international)	✓	✓	✓
Royal Mail redirection service	✓	✓	✓
Local Collect	✓	✓	✓
Drop & Go	✓	✓	✓
Withdrawals, deposits and payments			
Post Office Card Account	✓	✓	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual) up to a maximum value.	✓	✓	✓
Postal orders	✓	✓	✓
Moneygram	✓	✓	✓
Bill payments (card, barcoded or manual)	✓	✓	✓
Key recharging	✓	✓	✓
Driving			
Car tax	✗	✗	✗
Driving licence renewals	✗	✗	✗
Licences			
Rod fishing licences	✓	✓	✓
Document Certification Service	✗	✗	✗
Travel			
Pre-order travel money	✓	✓	✓
On demand travel money	✗	Euros	Euros
Travel insurance referral	✓	✓	✓
On demand travel insurance	✗	✗	✗
Passport Check & Send	✗	✗	✗
Mobile Top-ups & E vouchers	✓	✓	✓
National Lottery Terminal	✗	✗	✗
Payment by cheque	✓	✓	✗

Havant Post Office									
Address	56 West Street Havant PO9 1PG								
Post Office Opening hours	<table> <tr> <td>Mon - Thu</td><td>08:30 – 17:30</td></tr> <tr> <td>Fri</td><td>09:00 – 17:30</td></tr> <tr> <td>Sat</td><td>09:00 – 14:00</td></tr> <tr> <td>Sun</td><td>Closed</td></tr> </table>	Mon - Thu	08:30 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 14:00	Sun	Closed
Mon - Thu	08:30 – 17:30								
Fri	09:00 – 17:30								
Sat	09:00 – 14:00								
Sun	Closed								
Distance	Approximately 1.4 miles away from Leigh Park Post Office branch, along varied terrain.								
Products & Services	The same wide range of products and services will be available as Leigh Park branch.								
Accessibility	<p>Access and facilities</p> <p>Access to the store is level with double doors at the entrance. A low level serving counter, low level writing desks and hearing loops are available.</p> <p>Transport/Parking</p> <p>Public transport services are available to and from the surrounding area. The nearest bus stop is approximately 170 metres away. There are two car parks in the vicinity of this branch with designated disabled bays: Bulbeck Road (West Street) car park approximately 165 metres and Meridian car park approximately 230 metres.</p>								

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

Principles of Community Engagement on changes to the Post Office network

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

We will **Consult** - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁴
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁵ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

postofficeviews.co.uk
comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases the consultation will seek feedback on alternative Post Office service provision in the area.

⁵ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.