



Dear Customer

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

Local public consultation

I'm writing to let you know about some changes we're making to Post Office service provision in the area which means that we are today beginning a 12-week public consultation on the closure of Leigh Park Directly Managed branch.

In July 2016 we announced that we were advertising for a franchise partner for Leigh Park branch because we needed to look at providing Post Office services in a different way in the Leigh Park area, enabling us to better secure our services in the community for the long term. When it comes to creating a sustainable network, there isn't a one size fits all approach; each branch and community is different, and we need to consider all the options available to us. For example, as well as considering franchising we may also consider other options such as replacing a branch with one or more smaller branches in the area.

Our proposal

In the Leigh Park area, we have opened two new local branches in Greywell Road on 5 March 2018 with opening hours of 08:30-18:00 Monday to Saturday and 09:00-17:00 on Sunday, and in Forestside Avenue on 20 March 2018 with opening hours of 07:00-22:00 Monday to Sunday.

We are also planning to open a third new style local branch at Elly's Convenience Store, 37a Park Parade, Leigh Park, Havant, PO9 5AA. The premises will shortly be having a full refurbishment in readiness for the opening on Tuesday 29 May 2018, and with these new branches in place, we believe there will be sufficient convenience and choice for customers without the need to retain the current Directly Managed branch.

The new local Post Office in Park Parade will operate from two Post Office serving points located at the shop counter, enabling customers to carry out a wide range of Post Office services alongside retail transactions.

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. The small number of Post Office products and services that will not be available at our new branches, such as the DVLA services, 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.

As with any proposed branch closure we understand that customers are often concerned about the impact of such changes on staff. I can reassure customers that every effort will be made to redeploy our staff where possible and they will be fully supported throughout this process.

Background

We've come a long way in the last few years – modernising over 7,000 branches across the country to give customers bright modern branches in vibrant local businesses and offering over 200,000 extra opening hours. But there's more we need to do to make sure we can meet changing customer needs. Our aim is to offer convenient access to Post Offices when and where our customers want them in a competitive market place. In line with this, as part of our new retail strategy we are opening more small branches, especially in urban areas, so that we can offer customers convenient access and longer opening hours.

This approach enables us to offer Post Office services in communities in a more sustainable way – partnering with a retailer to offer a Post Office combined with a shop, brings the benefits of shared footfall and overheads, allowing us to keep our presence in key locations against the pressures of rising property costs.

Consulting on our plans

We're now starting a period of local public consultation and we'd like you to tell us what you think about access to Post Office services in the area following the closure. We welcome any feedback or general comments you may have but would particularly appreciate your views on the following questions:

- How easy is it to get to the alternative branches?
- Are the alternative branches easy for you to get into and are they easily accessible once inside?
- Are there any local community issues you think we should know about that might be affected by the change?
- Do you have any suggestions that could help make the change better?

You can share your views on this proposal through our easy and convenient online questionnaire via the link below. When entering the site you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **012937**.

postofficeviews.co.uk

If you have a QR scanner on your mobile phone, all you need to do is scan here:



The enclosed information sheet provides more details about the new branches and the range of products that will be available. I've also included information about the Code of Practice at the end of the letter and a full copy of the Code will be available in branch.

You can also let us have your comments in the following ways:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

**This is all you need to add to your envelope
for your letter to reach us**

Customer Helpline: 03452 66 01 15

Textphone: 03457 22 33 55

Dates for local public consultation:

Local Public Consultation starts	18 April 2018
Local Public Consultation ends	11 July 2018
Proposed month of change	September 2018

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

Yours faithfully



Roger Gale
Network & Sales Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

Information sheet

Park Parade Post Office					
Address	Elly's Convenience Store 37a Park Parade Leigh Park Havant PO9 5AA				
Post Office Opening Hours	<table border="1"> <tr> <td>Mon - Sat</td><td>08:00 – 22:30</td></tr> <tr> <td>Sun</td><td>10:00 – 22:00</td></tr> </table>	Mon - Sat	08:00 – 22:30	Sun	10:00 – 22:00
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 style="text-align: center;">Access and facilities</p> <p style="text-align: center;">There is a ramp at the entrance to the branch. A low level serving counter and hearing loops are available.</p> <p style="text-align: center;">Transport/Parking</p> <p style="text-align: center;">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	<table border="1"> <tr> <td>Mon - Fri</td><td>08:30 – 18:00</td></tr> <tr> <td>Sat</td><td>09:00 – 17:00</td></tr> <tr> <td>Sun</td><td>Closed</td></tr> </table>	Mon - Fri	08:30 – 18:00	Sat	09:00 – 17:00	Sun	Closed
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 style="text-align: center;">Access and facilities</p> <p style="text-align: center;">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 style="text-align: center;">Transport/Parking</p> <p style="text-align: center;">Pay & display parking is available at Greywell shopping centre car park with 151 spaces and 13 designated disabled bays, approximately 140 metres away.</p>						

Forestsides Avenue Post Office			
Address	71 Forestside Avenue Leigh Park Havant PO9 5SJ		
Post Office Opening hours	<table border="1"> <tr> <td>Mon – Sun</td><td>07:00 – 22:00</td></tr> </table>	Mon – Sun	07:00 – 22:00
Mon – Sun	07:00 – 22:00		
Distance	Approximately 0.9 miles away from Leigh Park Post Office branch, along varied terrain.		
Accessibility	<p style="text-align: center;">Access and facilities</p> <p style="text-align: center;">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 style="text-align: center;">Transport/Parking</p> <p style="text-align: center;">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>		

Post Office® services available				
Your postmaster or our Customer Helpline on 03452 66 01 15 will be happy to help you with any queries about product availability or provide you with details of maximum value of transactions. Customers can also shop online at www.postoffice.co.uk				
	Leigh Park	Park Parade	Greywell Road	Forestsides 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	✓	✓	✓	✗
Products marked ✗ are available at Havant Post Office , full details overleaf.				

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 please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Code of Practice for changes to the Post Office® network

What's a Code of Practice?

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

What kind of changes does it include?

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

Who do we tell about changes?

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

How will we tell you what's happening?

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

How long will it take?

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

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

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

How will you find out about the final plans?

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

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

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

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

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

