



Dear Customer

**Lower Bevendean Post Office®
1 Leybourne Parade, Brighton, BN2 4LW**

Changes to your Post Office® - tell us what you think

We're talking to the Postmaster about making some changes to the above Post Office and we'd like you to tell us what you think about the changes before we finalise our plans.

What's happening?

There's an exciting programme of investment and transformation taking place across the Post Office network, helping to make our branches more modern and convenient for you and for the Postmasters who run them. As part of this programme this branch will be changing to one of our new-style local branches which means:

- Post Office services would be offered from an open plan style service point
- The branch would be open for longer:
Mon – Fri 08:00 – 20:00 & Sat – Sun 08:00 – 16:00
(Current opening times are: Mon - Fri 09:00 – 17:30 & Sat 09:00 – 12:30)
- Customers will still be able to get most of the Post Office products and services you're used to however for a small number of services you may need to visit an alternative Post Office, go on-line or, telephone our customer helpline. Details of product availability are provided overleaf

When will the changes happen?

Due to the level of work being undertaken to the store and the Post Office which includes extensive refurbishment works including a new extension, the Post Office and store will be closing on Thursday 22 February 2018 at 17:30. I apologise that we've been unable to provide you with more notice of the closure on this occasion. We expect your modern new branch to open on Saturday 24 March 2018 and we'll put posters up locally at least two weeks before the branch opens to let customers know the exact date and to tell them how we've considered the feedback.

The following branches will be happy to provide customers with Post Office services during this period.

- Moulsecoomb Post Office, 47-49 The Highway, Brighton, BN2 4GB
- Lewes Road Post Office, 6 Lewes Road, Brighton, BN2 3HP

What's next?

We want to know what's important to you and would like you to tell us what you think, particularly on the following areas:

- Why you use this Post Office and what you like about it
- What you think about the proposed new-look Post Office. For example the Post Office service point would be on the retail counter, so is there anything you'd like to ask us or would like us to take into consideration about the proposed location of the Post Office till; the queuing area or access to services inside the premises
- What you think about any changes to the opening hours
- If you have any comments about the change to the range of Post Office products and services at the branch if the change goes ahead
- If you have any comments about the potential closure period during the refurbishment or access to other branches in the area

There's also a list of frequently asked questions provided at the end which you may find useful.

It's easy to let us have your feedback by completing our convenient on-line survey via the following link postofficeviews.co.uk and using the search function either by branch name, postcode or the unique branch code 090907

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



Customer information materials are also being displayed in branch and details are published on our website too at postofficeviews.co.uk

We'll be accepting comments up to and including 27 February 2018.

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



postofficeviews.co.uk



FREEPOST Your Comments
**(This is the full address to use.
No further address or name details are required)**



comments@postoffice.co.uk



Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55

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.

We won't be responding to you individually however the feedback received will be taken into consideration as we finalise plans with the Postmaster. We'll write to you again outlining the main comments received and our response to these and also to explain the final plans for the branch. All of the responses received will be provided to the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

When would the changes happen?

We're planning to make these changes in February/March 2018 and we'll put a poster up in branch at least two weeks before to let customers know the exact date and to tell them how we've considered the feedback. We'll make sure any disruption caused by the refurbishment is kept to a minimum.

The following branch will be happy to provide customers with Post Office services during this period.

We'll also be asking customers for their feedback once the changes have taken place and details will be available in branch shortly after the new look branch opens.

Yours faithfully

Sarah Lambert

Sarah Lambert
Network Operations Area Manager

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

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, or by contacting us or on our website at: www.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.

Lower Bevendean 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

| | Current branch | New branch |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------|
| 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 | ✓ | x |
| Articles for the blind (inland & international) | ✓ | ✓ |
| Royal Mail redirection service | ✓ | ✓ |
| Local Collect | ✓ | ✓ |
| Drop & Go | ✓ | ✓ |
| Withdrawals, deposits and payments | | |
| Post Office Card Account | ✓ | ✓ |
| Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips. | ✓ | ✓ |
| Postal orders | ✓ | ✓ |
| Moneygram | ✓ | ✓ |
| Change giving | ✓ | ✓ |
| Bill payments | | |
| Automated bill payments (card or barcoded) | ✓ | ✓ |
| Key recharging | ✓ | ✓ |
| Licences | | |
| Rod fishing licences | ✓ | ✓ |
| Travel | | |
| Pre-order travel money | ✓ | ✓ |
| On demand travel money | Euro | Euro |
| Travel insurance referral | x | ✓ |
| On demand travel insurance | ✓ | x |
| Payment by cheque | | |
| Mobile Top-ups & E vouchers | ✓ | ✓ |
| National Lottery Terminal | ✓ | ✓ |
| Payment by cheque | ✓ | Car tax only |
| Products marked x are available at Lewes Road Post Office, 6 Lewes Road, Brighton, BN2 3HP | Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 16:00 | |

Alternative branches:

Moulsecoomb Post Office

47-49 The Highway
Brighton
BN2 4GB

Services

The same range of services will continue to be available with the addition of Dollar Travel Money however excluding On Demand Travel Insurance.

Access and facilities

This branch has a wide door and level access at the entrance.

Opening times

| | |
|-----------|---------------|
| Monday | 08:00 – 17:30 |
| Tuesday | 08:00 – 17:30 |
| Wednesday | 08:00 – 17:30 |
| Thursday | 08:00 – 17:30 |
| Friday | 08:00 – 17:30 |
| Saturday | 09:00 – 14:30 |
| Sunday | 11:30 – 14:00 |

Transport/parking

Roadside parking is available nearby with time restricted disabled parking bays. There is a frequent bus service available between Lower Bevendean branch and this Post Office service. The nearest bus stop is 10 metres away.

Route

This Post Office service is located approximately 1.1 miles away from Lower Bevendean branch, along varied terrain.

Lewes Road Post Office

6 Lewes Road
Brighton
BN2 3HP

Services

The same range of services will continue to be available with the addition of comprehensive range of Travel Money and Car tax.

Access and facilities

This branch has a wide door and steps at the entrance.

Opening times

| | |
|-----------|---------------|
| Monday | 08:30 – 17:30 |
| Tuesday | 08:30 – 17:30 |
| Wednesday | 08:30 – 17:30 |
| Thursday | 08:30 – 17:30 |
| Friday | 08:30 – 17:30 |
| Saturday | 08:30 – 16:00 |
| Sunday | Closed |

Transport/parking

Pay and Display parking is available nearby. There is a frequent bus service available between Lower Bevendean branch and this Post Office service. The nearest bus stop is 45 metres away.

Route

This Post Office service is located approximately 1.9 miles away from Lower Bevendean branch, along varied terrain.

Frequently Asked Questions.

Why are you looking to make this change?

This change is part of major programme of modernisation taking place across the Post Office network, the largest in the history of Post Office Limited. The Programme is underpinned by Government investment which will see up to 8,000 branches modernised and additional investment in up to 3,000 community and outreach branches.

Will my transactions still be private?

In most cases Post Office and shop customers queue together but the Post Office service point will be clearly signed. Post Office training also covers the protection of confidential information and personal data.

What about security?

We can't go into detail about specific security arrangements in order to safeguard those people working at and using Post Office branches but there would continue to be appropriate security measures in place, as well as robust procedures and guidelines which postmasters and their staff are required to follow. All of which helps contribute to a secure environment.

Will people still be properly trained?

Our customers deserve to receive the best possible service. Post Office training packages are provided to postmasters so that any person they employ who would be handling Post Office transactions is trained to Post Office standards, just as you'd expect.

Will there be enough space?

To make sure any changes meet with Post Office accessibility standards, an assessment is carried out on what the proposed layout might look like following conversion. This includes having space to wait for service, adequate turning circle space for wheelchair users where appropriate and keeping entrance areas and shopping aisles free of any obstructions, so people have a clear access route to the Post Office service point.

Can I see the floorplans?

The feedback we get from customers and local representatives helps us to deliver the change with the postmaster, including the final layout. Once the change takes place, will be asking customers for their feedback on how they are finding their new style service.

Will I have to wait longer to be served?

The new style branch is designed to handle straightforward transactions which can be carried out quickly and efficiently. Post Office services will also be available whenever the shop is open so customers can choose to visit the branch at a time more convenient to them.

Will I still be able to do business banking?

Staff at the branch will be happy to speak to customers about their individual requirements and transaction limits for their specific transaction.

Will I still be able to leave my mail securely?

Mail will be held safely at the branch ready for collection by Royal Mail.