



Dear Customer

**Newhaven Post Office®
46 High Street, Newhaven, BN9 9PD**

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 to newly refurbished premises at 1-2 Newhaven Square, Newhaven, BN9 9QS. The branch will be run by Mr Selva Muttiah, an experienced partner and retailer who operates a number of other Post Office branches within his stores.

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 Newhaven, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 23 individual representations and a petition 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. 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.

The main areas of feedback were around the proposed range of services, specifically the Home Office Biometric Enrolment Service and Cash Machine, the distance to the proposed new location, the size and capacity of the new premises and access into and within the new store.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new branch, 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 new branch is a walk of approximately 130 metres from the current branch along varied terrain. We recognise that as the new premises are located within a pedestrianised shopping area, there is no parking directly outside the store. However there are drop off points approximately 50 metres away on High Street and Dacre Road. The Dacre Road car park is located approximately 60 metres from the new branch and has 14 designated disabled bays in which customers can park for free for a limited period.

In conclusion, I remain satisfied that customers in Newhaven will continue to have good access to Post Office services following the move.

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. Our retail partner currently operates four Post Office branches and we'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

The new premises will be completely refurbished to incorporate a newsagents to run alongside the Post Office. The branch will have its own designated area at the rear of the store and customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Access into the store will be level with an automated door installed at the entrance to the premises. Externally the store front will include Post Office signage and an opening hours board. Full posting facilities will be available within the new branch.

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

The number of serving positions at the new branch is based on current and future predicted business levels. There will be one traditional floor to ceiling screened serving position, which will also provide travel money services, one open plan position, and an open plan service point at the retail counter. Open plan serving positions are successfully used across our 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 move, the Post Office will also be open for longer on Saturday afternoons, providing customers with more flexibility around their visits.

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

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available with the exception of a Biometric Enrolment Service for the Home Office, although DVLA services will still be available. I'm pleased to confirm that we will be keeping the Biometric Enrolment Service in the region. It was originally thought Brighton would prove a suitable site, however as this service is only available in a select number of branches it draws its customers from a wider area than other more readily available services. Discussions have therefore been ongoing with the Home Office since our original proposal to understand where future demand for this service is likely to come from. I can now confirm that following the move of the branch the service will be transferred to Eastbourne Post Office, 110 Terminus Road, Eastbourne, BN21 3AL, which can be reached by a regular bus service from Newhaven.

It is our intention to install an external cash machine at the new site, subject to relevant consent and planning permission. If this is not possible or it won't happen before the move, personal banking and Post Office Card Account customers can continue to make cash withdrawals free of charge at the main counter. Alternatively, Telscombe Cliffs Post Office, 3 Central Court, Telscombe Cliffs, Peacehaven, BN10 7LU, has an external cash machine and is located approximately 3.1 miles away and 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 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 Newhaven 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 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:

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 Newhaven. The current branch will close at 17:30 on Thursday 22 March 2018, with the new branch opening at 09:00 on Friday 23 March 2018.




This information is also available on the Post Office Consultation Hub at postofficeviews.co.uk

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

How to contact us:

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

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 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.

Newhaven Post Office information sheet															
Address	1-2 Newhaven Square Newhaven BN9 9QS														
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
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Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>09:00 – 17:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon – Sat	09:00 – 17:30	Sun	Closed										
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Sun	Closed														
Products & Services	The same wide range of products and services will still be available, with the exception of the Biometric Enrolment Service for the Home Office, but DVLA services will still be available. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations, relevant consent and planning permission.														
Serving positions	There will be three serving positions in total; one screened, one 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 into the store will be level with an automated door installed at the entrance to the premises. Low level serving counters, a low level writing desk and hearing loops will be available.														
How far away is it?	Approximately 130 metres away from the current branch, along varied terrain.														
Transport & parking	As the new premises are located close by the current branch, customers will be able to use the same local transport and parking facilities.														
Retail	Newsagents														
Date of move	23 March 2018														