



Dear Customer

**Local public consultation – Decision**

**Park Parade Post Office**

**Elly's Convenience Store - Premier, 37A Park Parade, Leigh Park, Havant, PO9 5AA**

I'm writing to confirm that following a period of local public consultation and review, we have made the decision to proceed with the move of the above Post Office into the Premier Store, 50 - 54 Greywell Road, Leigh Park, Havant, PO9 5AL, (formerly known as the Aquatic Reptile Superstore), where it will continue to be operated by the existing postmaster, as one of our local style branches.

We didn't receive any feedback from customers or local representatives about the branch move during the local public consultation period, however we have carried out a final review of the original plans and we are confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community in the same pedestrianised shopping parade.

The current branch will close at 21:00 on Tuesday 31 January 2023, with the new branch opening, at Premier Store, 50 - 54 Greywell Road, at 13:00 on Thursday 9 February 2023. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Bedhampton Post Office, 26 Park Lane, Bedhampton, Havant, PO9 3HJ
- Havant Post Office, 23 - 25 Market Parade, Havant, PO9 1PY

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](https://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

*Jason Collins*

**Jason Collins  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)

[postofficeviews.co.uk](https://postofficeviews.co.uk)

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**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.**

## Appendix A

### Local Public Consultation

**Consultation started** 17 June 2022

**Consultation ended** 29 July 2022

As part of the move of the Park Parade branch we have reviewed Post Office services in the local area. Greywell Road Post Office branch closed in August 2021, following the resignation of the postmaster and the withdrawal of the premises for Post Office use. The former location of Greywell Road branch, 46 Greywell Road, PO9 5AL, is located 170 metres from the new planned Park Parade branch location at 40 Park Parade. Whilst we have continued to look for a sustainable solution for customers served at the Greywell Road branch, with its close proximity to the new location of Park Parade branch, we believe Park Parade will be in a suitable location to serve customers previously using Greywell Road branch. When Park Parade branch opens at the new premises, Greywell Road Post Office branch service will merge with the relocated Park Parade branch and retain the Park Parade Post Office name. The Greywell Road service will then be permanently closed.

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. As part of a full refurbishment, the postmaster will carry out works to provide level access at the entrance to the new premises with double wide automatic doors. Internally, there will be a hearing loop and space for a wheelchair.

We can also confirm that whilst there is limited time restricted parking in the surrounding area with disabled parking, customers may park at Leigh Park Shopping Centre pay and display car park located approximately 140 metres away from the new premises, with designated disabled parking bays.

Inside, the new branch will be in line with Post Office specifications, making sure there is sufficient space for the style local Post Office to operate alongside the retail offer. We will be working closely with the postmaster on the internal layout and some existing fixtures, fittings and retail stock will be re-aligned or removed to make sure there is clear access into the premises. The entrance, aisles and queuing area will be kept free from obstructions ensuring adequate space is available for customers to move around the store and access Post Office services with ease.

The local style Post Office will operate from two Post Office serving points, located at the shop counter, enabling customers to carry out the same range of Post Office products and services alongside retail transactions. The local residents will continue to benefit from longer opening hours. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

## Appendix B

### Park Parade Post Office Information Sheet

50 - 54 Greywell Road  
Leigh Park  
Havant  
PO9 5AL  
(formerly known as the Aquatic Reptile Superstore)

#### New opening hours

Monday - Saturday	07:00 – 21:00
Sunday	10:00 – 21:00

**During the Coronavirus pandemic the branch may need to make changes to its opening hours.**

**The latest available branch information can be found on our website [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same range of products and services will still be available.

#### **Serving positions**

There will be two serving positions at the retail counter.

#### **Access**

Access will be level with wide double automatic doors at the entrance to the new premises.

Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new branch will be located approximately 350 metres away from the current branch, along level terrain.

There is limited time restricted parking available in the surrounding area with disabled parking.

Customers may park at Leigh Park Shopping Centre pay and display car park located approximately 140 metres away from the new premises, with designated disabled parking bays.

#### **Retail**

Convenience Store

#### **Date of move**

Thursday 9 February 2023 at 13:00

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**Park Parade Post Office services available**

**For information about product availability call 03457 223344.**

**For details of maximum value of transactions, please speak to the operator.**

	<b>New branch</b>
<b>Mail</b>	
First & Second Class mail	✓
Stamps, stamp books (1 <sup>st</sup> class 6 & 12 only, 2 <sup>nd</sup> 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	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
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	✓
<b>Withdrawals, deposits and payments</b>	
Post Office Card Account	✓
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
<b>Driving</b>	
Vehicle tax	✓
<b>Licences</b>	
Rod fishing licences	✓
<b>Travel</b>	
Pre-order travel money	✓
Travel insurance referral	✓
<b>Mobile Top-ups &amp; E vouchers</b>	
Mobile Top-ups & E vouchers	✓
<b>National Lottery Terminal</b>	
National Lottery Terminal	✓
<b>Payment by cheque</b>	
Other Products are available at <b>Bedhampton</b> Post Office, 26 Park Lane, Bedhampton, Havant, PO9 3HJ	Opening times: Mon – Fri 08:30 – 17:30 Sat 08:30 – 13:00
and <b>Havant</b> Post Office, 23 - 25 Market Parade, Havant, PO9 1PY	Opening times: Mon – Fri 09:00 – 17:30 Sat 09:00 – 13:00

## **Principles of Community Engagement on changes to the Post Office network (extract)**

A full version of this document is available on our Consultation Hub - [postofficeviews.co.uk](https://postofficeviews.co.uk)

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

- Permanent closure of a Post Office branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.