



Dear Customer

Local public consultation - Have your say

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

We are proposing to move the above Post Office branch to a new location - 40 Park Parade, Leigh Park, Havant, PO9 5AD, where it will continue to operate as one of our local style branches.

Why are we proposing this move?

Due to lease issues at the current location the premises would no longer be available for Post Office use. The current postmaster has identified alternative premises in the same pedestrianised shopping parade to operate the Park Parade Post Office service and would enable us to maintain the service to our customers within the local community. The proposed new premises which is currently empty and would undergo a full refurbishment to incorporate the Post Office service within a new Premier Convenience store.

As part of this proposed move of Park Parade branch we have taken the opportunity to review Post Office services in the local area. You may be aware following the resignation of the postmaster and the withdrawal of the premises for Post Office use, Greywell Road Post Office branch closed in August 2021. The former location of Greywell Road branch, 46 Greywell Road, PO9 5AL, is 165 metres from the proposed new Park Parade branch location. Whilst we have continued to look for a sustainable solution for customers served at Greywell Road branch, with its close proximity to the proposed new location of Park Parade branch we believe Park Parade would be in a suitable location to serve customers previously using Greywell Road branch. Should the proposed move go ahead, Greywell Road Post Office branch service would merge with the relocated Park Parade branch and retain the Park Parade Post Office name. The Greywell Road service would then be permanently closed.

We'd like your help

We're now starting a period of local public consultation and your feedback is important to us as it will help to inform our decision. For more details of the proposed services and accessibility, please see the branch information summary later in this consultation document.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How easy is it to get to the proposed new location?**
- **Are the new premises easy for you to get into and are they easily accessible once inside?**
- **Are there any other local community issues which you believe could be affected by or affect the proposed Post Office move?**
- **If the move were to proceed, is there anything we could do to make it easier for customers?**

| | |
|----------------------------------|-------------------------|
| Local Public Consultation starts | 25 February 2022 |
| Local Public Consultation ends | 8 April 2022 |
| Proposed month of change | May/June 2022 |

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **269937**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

Want to tell us what you think right here and now? Scan here.

If you don't have a QR code scanner on your phone, you can find one in your app store.



Good to know

- Customers would access Post Office services at a two low-screened, open-plan, modern serving points that's part of the retail counter.
- Working with the postmaster, we'd adapt the current store layout, fixtures, and fittings to accommodate the Post Office till if needed.
- As part of a full refurbishment, the postmaster would install a new shop front, and adding a wide automatic door. The current step would be removed to provide improved and level access for customers.
- The Post Office would continue to offer the same products and services. Customer satisfaction with local style branches is high, and many customers visit outside traditional opening hours.
- All staff employed by Park Parade to work in the proposed new branch would be trained to the highest standards with on-going training on products and services, as well as operational and service-related matters.
- Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- We will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to Consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand the changes we are proposing to Park Parade Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the top of this page.

Thank you for considering our proposal.

Yours faithfully

Jason Collins

Jason Collins
Network Provision Manager
Post Office Limited

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.

Park Parade Post Office Information Summary

| Current Location | Proposed New Location |
|------------------------------------|-----------------------|
| Elly's Convenience Store - Premier | Premier |
| 37A Park Parade | 40 Park Parade |
| Leigh Park | Leigh Park |
| Havant | Havant |
| PO9 5AA | PO9 5AD |

Current opening hours

| | |
|-------------------|---------------|
| Monday - Saturday | 08:00 – 22:30 |
| Sunday | 10:00 – 22:00 |

Proposed 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

Products & Services

The same range of products and services would continue to be available.

Serving positions

There would be two serving positions at the retail counter.

Access

Currently, there is a step at the entrance to the proposed premises.

Works would be carried out to remove the existing step to provide improved, level access for customers.

A new shop front would be installed with a wide door automatic door.

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

Getting there

The proposed new premises would be located approximately 20 metres, opposite the current branch, within the same shopping parade, 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 proposed premises, with designated disabled parking bays.

Retail

Convenience Store

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.

| | 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 | ✓ | ✓ |
| 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 | ✓ | ✓ |
| 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). | ✓ | ✓ |
| Postal orders | ✓ | ✓ |
| Moneygram | ✓ | ✓ |
| Change giving | ✓ | ✓ |
| Bill payments (card, barcoded or manual) | ✓ | ✓ |
| Key recharging | ✓ | ✓ |
| Driving | | |
| Vehicle tax | ✓ | ✓ |
| Licences | | |
| Rod fishing licences | ✓ | ✓ |
| Travel | | |
| Pre-order travel money | ✓ | ✓ |
| Travel insurance referral | ✓ | ✓ |
| | | |
| Mobile Top-ups & E vouchers | ✓ | ✓ |
| National Lottery Terminal | ✓ | ✓ |
| Payment by cheque | | |
| <div> <div>Other Products are available at Bedhampton Post Office, 26 Park Lane, Bedhampton, Havant, PO9 3HJ</div> <div> <div>Opening times:</div> <div> <div>Mon – Fri</div> <div>08:30 – 17:30</div> </div> <div> <div>Sat</div> <div>08:30 – 13:00</div> </div> </div> </div> | | |

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

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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Comments@postoffice.co.uk
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FREEPOST Your Comments

¹ 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.

² 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.

³ 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.

⁴ 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 ³ and ⁴ 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.