



Dear Customer

Seaside (326) Post Office
326 Seaside, Eastbourne, BN22 7RH

As you may be aware we are currently carrying out a local public consultation to relocate the above branch to Premier - Seaside Newsmart, 204-206 Seaside, Eastbourne, BN22 7QT.

The branch is operated by a temporary postmaster therefore we have already made the decision to move the branch to secure Post Office services locally. Regrettably, the temporary postmaster has decided to leave earlier than previously advised and the existing branch will now close on Wednesday 30 March 2022 at 18:00.

The provision of a Post Office service to our customers in Seaside (326) is important to us and I would like to assure you that we are working hard to keep the closure period to a minimum. Currently the new service at Premier, Seaside Newsmart is due to open 19 April 2022.

Posters will be displayed in the Premier - Seaside Newsmart and in the local area to inform customers.

We would like to apologise for the inconvenience the temporary closure may cause. We hope that our customers will continue to use Post Office services and details of alternative Post Office branches in the area are shown at the end of this letter.

Due to the effects of Covid 19 branch opening hours may vary. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

If you are a local representative, we will write to you again once we have finalised our plans.

Yours faithfully

Emily Clive

Emily Clive
Network Provisional Lead

How to contact us:
comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

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.

Alternative branches

During the Coronavirus pandemic some branches may need to make changes to their opening hours.

The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

St Anthonys Post Office

518 Seaside
Eastbourne
BN23 6NJ

Opening times

Monday – Friday	08:00 – 18:00
Saturday	08:00 – 17:00
Sunday	Closed

Services

The same range of services will continue to be available, with addition of, National Lottery, Passport Check & Send, a comprehensive range of Travel Money, and On Demand Travel Insurance.

Access

Access is level with a wide door at the entrance to the branch.
Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 0.7 miles away from Seaside (326) branch, along varied terrain.

Time restricted roadside parking is available within the shopping parade.

Public transport is available to and from the surrounding areas.

Eastbourne Post Office

WHSmith
110 Terminus Road
Eastbourne
BN21 3AL

Opening times

Monday – Friday	09:00 - 17:30
Saturday	09:00 - 14:00
Sunday	Closed

Services

The same range of services will continue to be available, with the addition of, a comprehensive range of Travel Money, Passport Check & Send, and On Demand Travel Insurance.

Access

Access is level with wide automatic doors at the entrance to the branch.
Internally, there is a hearing loop and space for a wheelchair.

Getting there

This Post Office service is located approximately 1.2 miles away from Seaside (326) branch, along varied terrain.

Pay and display parking is available at Hyde Gardens Car Park within 160 metres away from the branch.

Public transport is available to and from the surrounding areas.

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 **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure / temporary service interruption¹
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

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

Comments@postoffice.co.uk

FREEPOST Your Comments

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Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

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.

We notify locally elected representatives including 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, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.