



«Name» - «TitlePosition»
«Organisation»
«Add1»
«Add2»«Add3»«Add4»
«Add5»
«Postcode»

24 July 2017

Dear «u_name»

Southsea Post Office®
94-96 Palmerston Road, Southsea, PO5 3PT

Local Public Consultation Decision

I'm writing to confirm that we will be proceeding with the relocation of the above branch to 73 Palmerston Road, Southsea, PO5 3AJ, where it will operate as one of our new main style Post Office branches.

We received 87 individual responses from customers and local representatives during the local public consultation period. All of the feedback was in support of the move, with customers commenting that the new premises would be more spacious and would allow Post Office services to be retained within the area. This feedback helped me to understand customers' views and to make sure that all such information was taken into account before finalising our plans.

It's clear that the Post Office plays an important part in the lives of customers, particularly to elderly and disabled customers, and we want ensure our services are as accessible as possible. Access at the new premises is level with a wide door at the entrance. Internally, the new main style branch will be built in line with Post Office specification with a dedicated Post Office area incorporating a security screened serving position and an open plan counter, with a low level facilities. We have been working closely with the new operator to plan the interior layout, to ensure there is sufficient space and privacy for both Post Office and retail customers, clear access into and within the premises and adequate room is provided for customers to move around the shop with ease.

I have carefully considered our original proposal, the feedback received during the local public consultation period and the impact on local residents and the wider community. Having also reviewed pedestrian and vehicular access to the new location, I am confident that this move will allow customers good access to Post Office services whilst helping to provide long term viability and future sustainability for the branch. Posters will now be displayed in branch to let customers know about this decision. We're currently making the final arrangements for the move and further posters will be provided in branch soon to let customers know the actual date the move will take place.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: **11493799**

This change to the Post Office network is being carried out in accordance with the Code of Practice for changes to the network, as agreed with the independent statutory consumer watchdog. A full copy of the Code of Practice is available on our website at www.postofficeviews.co.uk, or by contacting us at the address provided at the end of this letter.

Thank you for considering our proposal. We hope that you and our customers will continue to support your new main Post Office branch.

Yours sincerely



Suzanne Richardson
Regional Network Manager

How to contact us:

-  postofficeviews.co.uk
 -  comments@postoffice.co.uk
 -  Customer Helpline: 03452 66 01 15
Textphone: 03457 22 33 55
 -  FREEPOST Your Comments
- Please note this is the full address to use and no further address details are required.**

This document is also available to view online, to see it – scan here.

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



To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03457 22 33 44 or Textphone 03457 22 33 55.

Details of the new service:

Southsea Post Office information sheet															
Address	73 Palmerston Road Southsea PO5 3AJ														
Post Office Opening hours	<table border="1" style="margin-left: auto; margin-right: auto;"> <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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Fri	09:00 - 17:30														
Sat	09:00 - 17:30														
Sun	Closed														
Distance	40 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be two serving positions, which will be a mixture of one screened and one open plan.														
Accessibility & Accessibility works	<p>Access and facilities Access will be level with a wide door at the entrance. Internally, there will be a hearing loop, a low level serving counter and space for a wheelchair.</p> <p>Parking/Buses Time-restricted roadside parking is available nearby.</p>														
Retail	Cards and Stationery														
Date of relocation	Date to be confirmed														

