



Mr Tim Loughton MP
Member of Parliament for East Worthing and Shoreham

Dear Mr Loughton

Lancing Post Office®
40 North Road, Lancing, BN15 9AA

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing to move Lancing Post Office to a new location – 7 North Road, Lancing, BN15 9AH. If the move goes ahead the branch will be run by Garrett's Convenience Store.

This move is part of our plans to make changes to some of our directly managed branches as part of the continuing modernisation of the network. Our priority is to ensure that we provide services that will meet customer needs, both now and into the future, to secure the long-term viability of Post Office services.

In certain places such as Lancing we believe the most effective way to deliver Post Office services is through a carefully selected retail partner. The vast majority of our branches are already successfully operated in this way and we believe this is the best approach to ensure the branch can continue to serve the community.

Garrett's Convenience Store has successfully operated in Lancing since 2013, and they regard the Post Office network as a vital part of community services. They have satisfied us that they would be able to successfully run the branch by showing they can deliver excellent standards of customer service, with trained staff promoting products and services, over extended opening hours.

Garrett's Convenience Store will incorporate the Post Office alongside the current business of convenience shopping in a modern environment for customers.

The new Lancing Post Office branch

The new branch will operate from a newly built dedicated Post Office area located across the back of the store. Access into the store would be level with an automated door installed at the entrance to the premises. Directional signage will be provided from the entrance door through to the new Post Office area.

We will be working with Garrett's Convenience Store to ensure there are sufficiently wide, clear aisles and adequate space for Post Office customers, including wheelchair users, so they can easily access the Post Office area. There will be four counter serving positions which has been based on current and forecast future business levels; three traditional screened positions which will also provide travel money services and one open plan service point at the retail counter. The serving position located at the retail till will offer customers a selected range of Post Office products and services, without having to join the main queue.

What will this mean for customers?

- A new branch in a modern retail environment
- The same wide range of products and services, with the exception of the Biometric Enrolment Service for the Home Office, although DVLA services would still be available. The nearest office providing a full Digital Application Service, is Worthing Counter Post Office, Chapel Road, Worthing, BN11 1AA, approximately 3.8 miles away.
- Longer opening hours
- Improved accessibility, an automated door would be installed the entrance

What's next?

We're now starting a period of local public consultation and over the coming weeks we'd like you to tell us what you think about the proposal. Although the decision to change the branch to one that is operated by an agent rather than by us directly is not a matter for public consultation, we welcome any feedback or general comments you may have about the proposed move and would particularly appreciate your views on the following areas:

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

It's easy to let us have your feedback by completing our convenient online survey via the following link postofficeviews.co.uk and entering the unique code for this branch **00290899**.

If you have a QR scanner on your mobile phone, all you need to do is scan here:



Any information we receive will be considered as we finalise our plans for the new branch. I've enclosed an information sheet that provides more details about the new location. I've also included information about the Code of Practice over the page and a full copy of the Code will be available in branch. Posters and leaflets will now be displayed in branch to let customers know about the proposal and to ask their views. If others in your organisation are interested in the proposal, please feel free to let them know about it.

You can also let us have your comments in the following ways:



postofficeviews.co.uk



FREEPOST Your Comments

(This is the full address to use.

No further address or name details are required)



comments@postoffice.co.uk



Customer Helpline: 03457 22 33 44

Textphone: 03457 22 33 55

Dates for local public consultation:

Local Public Consultation starts	25 April 2017
Local Public Consultation ends	27 June 2017
Proposed month of change	October 2017

Post Office Ltd will host a customer forum in the coming weeks, and everyone will be welcome to attend to hear more about the proposed new location. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal. At the end of the consultation we will be in touch again to let you know our final plans.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Roger Gale', written in a cursive style.

Roger Gale
Sales & Trade Marketing Director
Post Office Limited

Please note that items sent by Freepost take 2 working days to arrive and don't include Saturday or Sunday. Therefore please do allow sufficient time for your comments to arrive before the end of the consultation period, as we are unable to consider feedback received after the deadline.

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.

Lancing Post Office information sheet																														
	Current location	Proposed new location (subject to local public consultation)																												
Address	40 North Road Lancing BN15 9AA	Garrett's Convenience Store 7 North Road Lancing BN15 9AH																												
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:30 – 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 – 12:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:30 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 12:30	Sun	Closed	<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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New Opening times of Post Office service at retail counter	<table border="1"> <tr><td>Mon – Sat</td><td>06:00 – 22:00</td></tr> <tr><td>Sun</td><td>06:00 – 21:00</td></tr> </table>		Mon – Sat	06:00 – 22:00	Sun	06:00 – 21:00																								
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Products & Services	The same wide range of products and services would still be available, with the exception of the Biometric Enrolment Service for the Home Office, but DVLA services would still be available.																													
Serving positions	There would be four serving positions in total; three screened 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 and facilities	Access into the store would 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 would be available.																													
How far away is it?	Approximately 75 metres away from the current branch, along mostly level terrain.																													
Transport & parking at the proposed new premises	<p style="text-align: center;">Parking/Buses</p> As the proposed premises are located close by the current branch, customers would be able to use the same local transport and parking facilities.																													
Retail	Convenience Store																													
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Code of Practice for changes to the Post Office® network

What's a Code of Practice?

The Code of Practice contains guidelines we follow. They tell us how, and when to tell you about changes to your local Post Office services. We've worked with the independent statutory consumer watchdog on these guidelines, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council.

What kind of changes does it include?

Information about when we're planning to move or close one of our branches or outreach services. This also covers information about when a branch has suddenly closed unexpectedly because of something like a flood or fire.

Who do we tell about changes?

You and your representatives (who are often local MPs or local authorities and councils).

How will we tell you what's happening?

If there's a minor change – like changing opening times, then we'll let you know by putting up posters in the Post Office. If the plan is to move a Post Office then we'll put up posters and hand out letters in the branch as well as writing to your representatives. We'll have a press release and, the relevant information will be easy to find on our website.

How long will it take?

We'll let you know about any changes as soon as we possibly can. Sometimes, change is out of our control but we'll try to keep you as up-to-date about what's happening as much as we can. We try to make sure you have 4 weeks' notice before anything happens. If we're going to make big changes, there'll be a 'consultation period' which lasts about 6 weeks. This means that you've got time to let us know how you feel.

It's easy to let us know what you think...

We want to hear what you and your representatives think about change and to make sure it's easy for you to let us know, all of our contact details can be found on all our posters and letters. You can contact us by email, letter or 'phone.

How will you find out about the final plans?

We'll be letting you know in as many ways as possible. There'll be posters put up in or around your local area, letting you know what's going on. We'll also write to local representatives and, the information will be on our website.

If you let us know what you think, we'll make sure you know about our final plans either by writing to you, or having the information easily available in the Post Office or on our website.

What can you do if you think we haven't followed the Code of Practice?

If you don't think we've followed the Code, then please write to us or email us via the contact details included in this letter and let us know why.

To have a look at the full Code of Practice, it's on our website at: www.postofficeviews.co.uk