



Dear Sir/Madam

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

Local Public Consultation Decision

I'm writing to confirm that following a period of local public consultation and review, the decision has been made to proceed with the proposal to move the above Post Office to 7 North Road, Lancing, BN15 9AH. The branch will be run by Garrett's Convenience Store.

This change is being made as part of the continuing modernisation of our network, to achieve commercial sustainability and will help us to provide services that will meet customer needs and safeguard future service provision in Lancing, now and for the long-term.

Public consultation feedback:

During the public consultation period we received 68 individual representations and a petition from customers and local representatives. We also held a customer forum to talk about our plans and answer questions, and met with local MP Tim Loughton to discuss our proposal for the branch.

The main areas of feedback were around the size and capacity of the proposed new premises to cope with additional customers and potential congestion due to the single door entrance. Some customers commented that the pavement area outside the store is narrow and that the road is busy due to the proximity of the level crossing. I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account along with all other relevant factors, when making our decision.

Getting to the new location:

With any relocation it is inevitable that whilst some customers will have an easier journey to the new branch, regrettably others will have slightly further to travel. We carefully considered factors such as the local terrain, parking and transport links when developing our proposal. We also took account of whether there were any particular local road traffic issues that may negatively impact accessibility.

The new branch is approximately 75 metres from the current branch along well-maintained pavements, including the area outside the new premises, which is approximately 2.4 metres wide. Additionally there is a pedestrian crossing within close proximity.

As the proposed premises are located close by the current branch, customers would be able to use the same local transport and parking facilities. There are a number of car parks in the area, however the closest parking to the new site for blue badge holders is the on-street parking on Penstone Park with 4 designated disabled bays, approximately 80 metres away. There are also time restricted parking bays directly opposite the store. With the aim of further supporting customers, the new operator will engage with the local authorities to ask for the provision of a designated disabled bay in the bays opposite to the branch.

Having carefully considered pedestrian and vehicular access to the new location, I remain satisfied that customers in Lancing will continue to have good access to Post Office services.

What the new branch will look like:

We recognise that the Post Office plays an important part in the lives of customers, including our elderly and disabled customers. Garrett's Convenience Store has successfully operated in Lancing since 2013, and they have satisfied us that they will be able to successfully run the branch with excellent standards of customer service. We'll be working together to provide a new, modern Post Office with sufficient room for Post Office and shop customers.

Garrett's Convenience Store will be partly refurbished and extended into an existing storeroom at the rear of the premises to create additional space for the installation of the main Post Office counters.

There is level access into the premises and improvements will be made to the entrance with the installation of an automated door and the removal of the threshold strip, prior to the move. Customer access both into and within the store will meet Post Office Ltd's own accessibility standards and all applicable legislation. Post Office signage will be provided externally and within the store, including a board showing the opening hours. Full posting facilities will be available within the new branch and our retail partner will ensure they adhere to our Mails Integrity policies; mail will be held securely at all times, including when the store and Post Office are closed.

Some of the existing retail units will be re-organised or removed to create space for the Post Office. We have been working closely with the new operator to plan the interior layout, to ensure optimum use of the space within the store and that access into and inside the store is kept clear and free of obstacles. This will ensure the Post Office counter area is easily accessible and that customers including wheelchair users have sufficient space to move around the store.

The Post Office counter will be built to Post Office specifications and will include lighting to industry standards, low level counters, PIN pads and hearing loops. The new branch will have four serving positions in total, made up of three screened, and one open plan Post Office serving point at the retail counter. There will be space for people to wait for service and customer seating will also be provided.

Following the transfer to Garrett's Convenience Store, the Post Office will be open for longer, including Saturday afternoons and Sundays, providing customers with more flexibility around their visits. Additionally the Post Office counter at the retail till point will offer customers a selected range of Post Office products and services over seven days a week, providing customers with the option of visiting at times that suit them better. It also means that people don't always have to join the main Post Office queue, helping to reduce waiting times at the main counter.

I'm satisfied that customer needs will continue to be adequately met, however we will continue to monitor customer usage at the branch and will work with the new operator to make sure service standards are maintained.

Access to Post Office services and products:

The same wide range of Post Office services will continue to be available, with the exception of the Biometric Enrolment Service for the Home Office. The nearest office providing a full Digital Application Service will be Worthing Counter Post Office, Chapel Road, Worthing, BN11 1AA, approximately 3.8 miles away, which can be reached by a regular bus service. Electronic DVLA photocard renewal services will continue to be offered.

Some customers asked us whether they would be able to continue to collect packages from the existing Royal Mail delivery office. Although we are a separate business and not privy to any Royal Mail plans, we are not aware of any plans to move or close the delivery office. We will also discuss the future use of our part of the building with them, following our exit.

Staff, who will work exclusively in the Post Office, will be trained to provide information on financial products, including savings and insurances. Product information will also be available for customers to take away with them and our website and specialist customer helplines also provide information on what's available and how to make a purchase.

Further details of the new branch, including opening hours, are provided in the enclosed information sheet.

Customer service training and existing staff:

Garrett's Convenience Store regard the Post Office network as a vital part of community services and have satisfied us that they are equally as committed to delivering excellent customer service as we are. Any person employed to work in Lancing Post Office will be trained to the highest Post Office standards and, just as with branches we run ourselves, the branch staff will receive on-going training on products and services, as well as general operational and service related matters.

Post Office will work with the Garrett's Convenience Store team to provide support, in the same way they already do in existing Post Office branches operated by us or other retail partners. In respect of our people working at the existing branch, we have a strong track record of supporting our people through change and this will be the case in Lancing.

Conclusion:

We believe that franchising this branch will allow us to better secure Post Office services in this community for the longer term and help strengthen and secure the Post Office network as a whole. We already run the vast majority of our network on a franchise or agency basis and delivering services through these branches is proven to be successful.

After careful consideration of the feedback received, I am confident that the new branch will be suitably located and that it will continue to meet customer needs and deliver an excellent service, whilst helping to provide future sustainability for the branch and maintaining a Post Office presence in Lancing.

The current branch will close at 17:30 on Wednesday 11 October 2017, with the new branch opening at 09:00 on Thursday 12 October 2017.

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: **00290899**.

Yours faithfully



Roger Gale
Sales & Trade Marketing Director
Post Office Limited

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**

We've published our final plan on-line, 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.



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, by contacting us or on our website – postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in larger print, audio or braille, please contact the customer helpline on 03452 66 01 15 or textphone 03457 22 33 55.

Lancing Post Office information sheet															
Address	Garrett's Convenience Store 7 North Road Lancing BN15 9AH														
Opening hours	<table> <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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Opening times of Post Office service at retail counter	<table> <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 will 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 will 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 & facilities	Access into the store will 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 will be available.														
How far away is it?	Approximately 75 metres away from the current branch, along mostly level terrain.														
Transport & parking	<p style="text-align: center;">Parking/Buses</p> <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.</p>														
Retail	Convenience Store														
Date of move	12 October 2017														