



Dear Customer

**St Leonards On Sea Post Office®  
12-14 London Road, St Leonards On Sea, TN37 6AA**

**Proposed branch modernisation**

I'm writing to let you know that we are proposing to change the way we operate St Leonards On Sea Post Office. If the change goes ahead the branch will continue to be run from the current premises by our new retail partner, [REDACTED]

We believe the best approach to retaining this branch, so it can continue to serve its community, is to change the way we operate it. If the change goes ahead it will be run by our new retail partner, rather than by us directly. Our priority is to ensure that we provide services that will meet customer needs, both now and into the future, and secure the long-term viability of Post Office services.

[REDACTED], has satisfied us that he would be able to successfully operate the branch, by showing he can deliver excellent standards of customer service, with trained staff promoting products and services. He will refurbish the existing premises, and establish a new modern post office which will be open for longer on Saturdays. He has operated a number of Post Office Branches since 2010, offering confectionary, tobacco and stationery and regards the Post Office network as a vital part of community services.

Our new retail partner plans to completely refurbish the current premises, to incorporate a newsagent to run alongside the Post Office. The Post Office would operate from a dedicated area in an open plan format, alongside the retail operation, providing a modern new environment for customers. The new branch would have one traditional, floor to ceiling screened serving position and two open plan positions. Open plan serving positions are successfully used across the Post Office network, as an alternative to the more traditional positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. The entrance and shopping aisles would be kept free of obstructions, providing sufficient space for Post Office customers, including wheelchair users, to move around within the store, so they can reach the Post Office area without hindrance. There will be adequate space for people to wait for service and customer seating would also be provided. A Post Office serving point would also be available at the retail till, offering a wide range of Post Office products alongside retail purchases, throughout store opening times.

**What will this mean for customers?**

- A modern open plan branch in the existing premises
- Longer Saturday opening hours
- The same wide range of products and services
- Selected Post Office services available at the retail counter

### 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 way we operate the branch, so it is run by our new retail partner, is not a matter for public consultation, before we finalise our plans, we would welcome any feedback or general comments you may have about the proposal but would particularly appreciate your views on the following areas:

- Do you have any comments about the proposed change
- Are there any other local community issues specific to the area of St Leonards On Sea which you believe could be affected by or affect the proposed change

It's easy to let us have your feedback by completing our convenient online survey via the following link [postofficeviews.co.uk](http://postofficeviews.co.uk) and entering the unique code for this branch **004925**

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



Posters and leaflets will now be displayed in branch to let customers know about the changes and to ask their views. 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 service. 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.

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



[postofficeviews.co.uk](http://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](mailto:comments@postoffice.co.uk)



**Customer Helpline: 03452 66 01 15**  
**Textphone: 03457 22 33 55**

### Dates for local public consultation:

Local Public Consultation starts	28 June 2017
Local Public Consultation ends	9 August 2017
Proposed month of change	November 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 service. We're currently finalising details of this event and further information will be provided in branch.

Thank you for considering our proposal.

Yours faithfully



**Post Office Limited**

Please note that items sent by Freepost take 2 working days to arrive, not including Saturday and Sunday. Therefore please 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 03452 66 01 15 or Textphone 03457 22 33 55.**

**St Leonards On Sea Post Office Information Sheet**  
**proposed new service (subject to local public consultation)**

<b>Post Office Opening hours</b>	<b>Current</b>		<b>Proposed new</b>			
	Mon	09:00 – 17:30	Mon	09:00 – 17:30		
	Tue	09:30 – 17:30	Tue	09:00 – 17:30		
	Wed	09:00 – 17:30	Wed	09:00 – 17:30		
	Thu	09:00 – 17:30	Thu	09:00 – 17:30		
	Fri	09:00 – 17:30	Fri	09:00 – 17:30		
	Sat	09:00 – 12:30	Sat	09:00 – 17:30		
	Sun	Closed	Sun	Closed		
<b>New Opening times of Post Office service at retail counter</b>	<table><tr><td>Mon - Sat</td><td>09:00 – 17:30</td></tr></table>				Mon - Sat	09:00 – 17:30
Mon - Sat	09:00 – 17:30					
<b>Products &amp; Services</b>	The same wide range of products and services will still be available.					
<b>Serving positions</b>	There would be four serving positions in total, made up of one screened, two open plan 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.					
<b>Access and facilities</b>	Access is level with a wide automatic door at the entrance. A low level serving counter, low level writing desk and hearing loop would be available at the premises.					
<b>Retail</b>	Newsagent					
<b>Local Public Consultation starts</b>	28 June 2017					
<b>Local Public Consultation ends</b>	9 August 2017					
<b>Proposed month of change</b>	November 2017					

## **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](http://www.postofficeviews.co.uk)