



Mr Peter Grimwood - Chief Executive
Fareham Borough Council
Civic Offices
Civic Way
FAREHAM
PO16 7AZ

25 October 2016

Dear Mr Grimwood

**Fareham Crown Post Office® branch
117 West Street, Fareham, PO16 0AU**

Proposed move to new premises & branch modernisation

I'm writing to let you know that we're proposing to move Fareham Crown Post Office to the WHSmith store at 4 Savoy Buildings, West Street, Fareham, PO16 0AG. If the move goes ahead the branch would continue to be run by Post Office Ltd with the current Post Office team but from within the WHSmith store.

This move is part of our ongoing modernisation of the network and will allow us to maintain a Crown Post Office in Fareham while providing a new modern branch for our customers from a bright new environment.

The Post Office operation in Fareham will remain a Crown Post Office. However, we believe the WHSmith store will provide an excellent host location for this branch, which would continue to be known as Fareham Crown Post Office. The WHSmith retail offer will complement the wide range of Post Office products and services that will continue to be available following the move.

The new Fareham Post Office branch

The new branch will operate from a newly built dedicated open plan Post Office area located on the first floor of the WHSmith store, which can be accessed by a customer lift or stairs. The lift can carry up to 10 people and can accommodate pushchairs and wheelchairs. However if for any reason customers are unable to access the first floor, alternative arrangements to access Post Office services would be put in place from a designated till point at the ground floor retail counter as required. These arrangements would enable customer access to all of the services normally available upstairs except for a small number of high value services such as business banking and foreign currency. Access into the store has a very slight slope, with an automatic door. Directional signage will be provided from the entrance door through to the new Post Office area.

We will be working with WHSmith to ensure there are sufficiently wide, clear aisles and there is adequate space for Post Office customers, including wheelchair users, so they can easily access the Post Office area. There will be five counter serving positions which has been based on current and forecast future business levels; four open plan positions and one traditional screened position which will also provide travel money services. Open plan serving positions are successfully used across our Post Office network, as an alternative to the more traditional style positions. There is still a partitioned screen but this is lower, helping to provide for a more personal service and discreet conversations when needed. Additionally, there will be three self-service kiosks for mails transactions including Parcelforce, most home shopping returns, E Top-Ups, and a range of bill payments.

Please find enclosed an information sheet with more details about the new branch.

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. We welcome any feedback or general comments you may have about the proposed move but would particularly appreciate your views on the following areas:

- How easy it is to get to the proposed new location
- Are the proposed new premises easy for you to get into and are they easily accessible inside
- If there are any local community issues you think we should know about that might be affected by or affect the proposed move
- Is there anything you particularly like about the proposed change
- Do you have any suggestions that could help make the proposed move better

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 **01493799**.

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	26 October 2016
Local Public Consultation ends	07 December 2016
Proposed month of move	March 2017

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

General Manager – Crown and WHSmith Network

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.

Fareham Post Office Information sheet				
Address	117 West Street Fareham PO16 0AU		WHSmith 4 Savoy Buildings West Street Fareham PO16 0AG	
Post Office Opening hours	Mon	09:00 – 17:30	Mon	09:00 – 17:30
	Tue	09:30 – 17:30	Tue	09:30 – 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 – 17:30	Sat	09:00 – 17:30
	Sun	Closed	Sun	Closed
	Distance	Approximately 115 metres away from the current branch, along level terrain.		
Products and Services	The same wide range of products and services would still be available. For reasons outside Post Office Limited's control, we cannot yet confirm whether or not a cash machine will be available at the new branch. The provision of a cash machine is subject to a survey by our cash machine provider, operational considerations and relevant planning permission.			
Serving positions	There will be five counter serving positions; four open plan and one screened.			
Additional Facilities	Three self-service kiosks for mails transactions including Parcelforce and most home shopping returns, E Top-Ups, and a range of bill payments.			
Accessibility	Access Entrance into the WHSmith store has a very slight slope and an automatic door. Low level serving counters, a low level writing desk and hearing loops would be available.			
	Parking There is a pay on exit multi-storey car park at the Fareham Shopping Centre with 209 spaces and 13 designated disabled bays available.			
	Buses Public transport services are available to and from the surrounding areas.			

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