



10 May 2016

**Felixstowe Crown Post Office® branch
143 Hamilton Road, Felixstowe, IP11 7AA**

Proposed move to new premises & branch modernisation

I'm writing to let you know that we are proposing to move Felixstowe Crown Post Office to a new location – WHSmith, 64 Hamilton Road, Felixstowe, IP11 7AJ. If the move goes ahead the branch will be run by WHSmith High Street Ltd.

This move is part of the announcement we made in January about our plans to make changes to some of our Crown 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 Felixstowe.

In certain places such as Felixstowe 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 retaining the branch so it can continue to serve the community. If the move goes ahead it will be run by WHSmith rather than us directly.

WHSmith is one of the UK's largest booksellers, stationers and newsagents, operating more than 1,200 stores, with an extensive reach and a presence on nearly every significant UK high street. WHSmith has been successfully operating Post Offices within its stores since 2007 and currently runs over 100 branches. Throughout this extended period they have satisfied us that they will be able to successfully run the branch in Felixstowe, by showing that they can deliver excellent standards of customer service, with trained staff promoting products and services in a modern environment, over extended opening hours.

What will this mean for customers?

- A new open plan branch in a modern retail environment.
- The same wide range of products and services.
- Longer opening hours.
- Improved accessibility, an automatic door would be installed.

What's next?

We're now starting a period of local public consultation and over the coming weeks we'd like you 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 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 **00213099**.

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 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. Other people in your organisation may be interested in this proposal, so please 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	11 May 2016
Local Public Consultation ends	22 June 2016
Proposed month of change	September 2016

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 I'll 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
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.

Felixstowe Post Office information sheet																														
	Current location	Proposed new location (subject to local public consultation)																												
Address	143 Hamilton Road Felixstowe IP11 7AA	WHSmith 64 Hamilton Road Felixstowe IP11 7AJ																												
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>10:00 – 14:00</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	10:00 – 14:00
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Products & Services	The same wide range of products and services would still be available.																													
Serving positions	There would be four serving positions in total; one screened and three open plan. The total number of serving positions has been based on current and future predicted business levels.																													
Access and facilities	Access would be level and an automatic door would be installed at the proposed premises. Low level serving counters, a low level writing desk and hearing loops would be available.																													
How far away is it?	Approximately 250 metres away from the current branch, along level terrain.																													
Transport & parking at the proposed new premises	<p style="text-align: center;">Parking</p> <p>There is a car park on Crescent Road with 155 spaces and 9 blue badge bays within 150 metres and 4 further blue badge bays directly outside the proposed premises.</p> <p style="text-align: center;">Buses</p> <p>Public transport is available to and from the surrounding areas. The nearest bus stop to the current premises is located within 50 metres on the High Street and within 100 metres of the proposed premises.</p>																													
Retail	Stationery, books and news																													

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

