



Dear Customer

Post Office[®], Lavant branch
The Stores, Lavant Road, Lavant, Chichester, PO18 0BH

Public Consultation – Lavant Service Re-opening

I am writing to let you know that, in order to restore Post Office services to our customers in Lavant, we are proposing to introduce a Hosted Outreach service which will operate from St Nicholas Church, Midhurst Road, Lavant, Chichester, PO18 0BP, a distance of 200 yards from its former location.

We want you to understand why we are considering this move, the facilities the new service will offer and how to contact us with your views. In preparing our plan, we have considered information specific to the local area. This includes access to public transport, the route and access to the new location, local population figures and other facilities available in the area.

As a result of the resignation of the subpostmaster, and the withdrawal of the premises for Post Office use, this service closed on a temporary basis on 12 September 2008. Since the closure of the branch, we have been actively working in the area to find an alternative way of providing Post Office services to our customers in the local community. Our priority is to safeguard Post Office services in the longer term and the establishment of a Hosted Outreach service presents the best possible solution to enable us to restore Post Office services to Lavant. I am therefore pleased to inform you that a core subpostmaster has been identified, providing us with the opportunity to offer Hosted Outreach Services from the local Church.

The Hosted service will be provided by our subpostmaster from Post Office Midhurst branch, for six hours each week on Monday and Wednesday and will offer the same wide range of Post Office products and services. Full details of the proposed new service, including range of facilities, opening hours, route and access, are provided at the end of this letter.

Customers would benefit from the following facilities at the new service:

- A brand new open plan low level serving counter
- Parking facilities outside the premises
- Level entry for ease of access, beneficial to our customers with mobility constraints



www.postoffice.co.uk

I would like to invite you to contact me, in writing, at the address detailed below. We welcome all comments and feedback, however we would particularly like your views on the following questions:

- Do you have any comments about the proposed opening hours?
- Do you have any comments about access and facilities at the new location?
- Are there any local issues specific to Lavant you would like us to consider?

Please feel free to contact our National Consultation Team at the address shown below, who will co-ordinate all responses on my behalf. You may wish to share this information with those in your organisation who you feel would have an active interest in this particular matter. Please note that your comments will not be kept confidential unless you expressly ask us to do so by clearly marking them "In Confidence". If you do wish to contact me, please note that 14 July 2009 is the closing date for all enquiries.

At the end of the consultation period I will review any feedback received from our customers and local representatives, and confirm my final decision on this proposal. If the decision is taken to proceed with the proposal I expect the new service to open during September 2009.

This consultation is being carried out in accordance with the Code of Practice for changes to the network, as agreed with Consumer Focus, the national consumer organisation. A full copy of the Code of Practice is available on our website at www.postoffice.co.uk/networkchange, and selecting FAQs, or by contacting us at the address provided at the end of this letter.

Thank you for taking the time to consider our proposal. The final decision will be communicated within the branch, by means of a poster, following the end of the public consultation period.

Yours sincerely



Stewart Swabey
Field Change Advisor

How to contact us:

✉ Post Office Limited
c/o National Consultation Team
PO Box 2060
WATFORD
WD18 8ZW

For further information contact:

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55
💻 www.postoffice.co.uk

✉ consultation@postoffice.co.uk



Post Office Limited can provide information and receive comments (where appropriate) in alternative formats, for example, to assist the visually impaired. To obtain further specific information, please contact the customer helpline on 08457 22 33 44 or textphone 08457 22 33 55.

Details of the proposed service:

<p>Lavant Hosted Outreach St Nicholas Church, Midhurst Road, Lavant, Chichester, PO18 0BP</p> <p>Opening Times</p> <table border="1"> <thead> <tr> <th>DAY</th> <th>HOURS</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>10:00 - 13:00</td> </tr> <tr> <td>Wed</td> <td>10:00 - 13:00</td> </tr> </tbody> </table>	DAY	HOURS	Mon	10:00 - 13:00	Wed	10:00 - 13:00	<p><u>Services</u> The same range of services will continue to be available with the exception of Lottery. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p><u>Access/facilities</u> There is a level access with a wide doorway at the entrance. Internally there will be a low level desk with a hearing loop.</p>	<p><u>Transport</u> Roadside parking is available outside the Church.</p> <p><u>Route</u> The service is located 200 yards from the old site along varied terrain.</p>
DAY	HOURS							
Mon	10:00 - 13:00							
Wed	10:00 - 13:00							