



Angela E Smith, MP
Cornwallis House
Howard Chase
BASILDON
SS14 1DL

10 November 2009

Dear Ms Smith

Post Office[®], Orsett branch
10 High Road, Orsett, Grays, RM16 3ER

Public Consultation – Service Re-opening

I am writing to let you know that, in order to restore Post Office services to our customers in Orsett, we are proposing to trial a Post Office local service which will operate from Orsett Stores, 41 High Road, Orsett, Grays, RM16 3ER, a distance of 150 yards from its former location.

We want you and our customers to understand why we are considering this change, the facilities the trial 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 you may recall from the letter dated 13 July 2009, from my colleague Philippa Newey, Post Office Orsett branch closed on 20 August 2009, following the resignation of the subpostmaster and the withdrawal of the premises for Post Office use. I would like to apologise for any inconvenience the ongoing closure of this service may be causing to our customers in Orsett. I can assure you that it is our intention to continue to provide a Post Office service to our customers in the local community and, since the closure, we have been exploring a number of options that would enable us to do this. The establishment of a Post Office local service presents the best possible solution to allow us to restore Post Office services in this area.

Post Office local is a new concept for delivering Post Office services from the premises of an established outlet. The service will operate from a newly formatted open plan counter that will offer a wide range of Post Office services alongside retail transactions. Orsett Stores offers a large selection of convenience/ retail products and Post Office customers will benefit from the extensive opening hours provided by our operator including Saturday afternoon and Sunday opening, and longer opening times throughout the week.



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Customers will be able to transact a wide range of Post Office services including automated banking services, bill and budget payment schemes, Post Office card account, Postal Orders and postage; inland letters / packets up to a maximum 6kg (including Signed For and Special Delivery), international letters / packets, to a maximum 5kg, or the individual country limit for small packets or printed papers.

We will be trialling this new project over the next twelve months. During this time Post Office Limited will be carefully monitoring the situation to ascertain if this service meets the needs of the local community and would provide a commercially viable alternative to the way our services have traditionally been offered. The success of this trial is, to a great extent, reliant on customers using this service on a regular basis and we will be reviewing the situation, and any feedback received, over the coming months.

Further details of the proposed new service, including range of facilities, opening hours, car parking, route and access, are provided at the end of this letter.

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 Orsett 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 23 December 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 January 2010.

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. I will write to you again, following the end of the public consultation period, to advise you of the outcome.

Yours sincerely

Keith Long
Field Change Advisor

How to contact us:

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

✉ consultation@postoffice.co.uk

For further information contact:

☎ Customer Helpline: 08457 22 33 44
Textphone: 08457 22 33 55

🌐 www.postoffice.co.uk

Details of the proposed service:

<p>Orsett Post Office local Orsett Stores 41 High Road Orsett Grays RM16 3ER</p> <p> Opening times</p> <table border="1"> <thead> <tr> <th>DAY</th> <th>HOURS</th> </tr> </thead> <tbody> <tr> <td>Mon</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Tue</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Wed</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Thu</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Fri</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Sat</td> <td>06:00 - 21:30</td> </tr> <tr> <td>Sun</td> <td>06:00 - 21:30</td> </tr> </tbody> </table>	DAY	HOURS	Mon	06:00 - 21:30	Tue	06:00 - 21:30	Wed	06:00 - 21:30	Thu	06:00 - 21:30	Fri	06:00 - 21:30	Sat	06:00 - 21:30	Sun	06:00 - 21:30	<p> Services A wide range of Post Office services will be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.</p> <p> Access and facilities The premises will have level access, with a wide door. Internally, there will be a low-level serving counter.</p>	<p> Transport/parking There is parking available along High Road.</p> <p> Route These premises are located 150 yards from the previous service, along level terrain.</p>
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