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Mr R Gale
General Manager Directly Managed & WHSmith Networks
Camberley Crown Post Office

11 January 2017

Dear Mr Gale,

Consultation on the Relocation of Camberley Post Office

Thank you for the opportunity to comment on the proposals to relocate Camberley Post Office from Princess Way Camberley to WHSmith, High Street, Camberley.

The Officers and Members of Surrey Heath Borough Council would like to raise the following concerns and comments;

Service Provision

- Given the stature of the Post Office in Camberley the same services need to be retained, including self-serve tills with members of staff offering assistance.
- Given the fact that smaller Post Office stores have seen a service reduction following their relocations (Chobham, Camberley Old Dean and Windlesham to give a few examples); the main Post Office in Camberley therefore currently offers more services to a wider audience as other stores have either closed or been drastically reduced. The new location will need the facility to cope with these additional requirements.

Demand

- At a time when the Council is investing heavily in Camberley town centre to regenerate and provide more services for residents and visitors the Post Office should be planning on how to benefit from expected additional service demands. The proposed location will need capacity to cope with a rise in demand.
- The new location will need the facility to cope with the demand throughout the year and at key times throughout the day. There are lengthy queues at the Post Office at certain times of the day, the new location provides a great opportunity to improve management of the delays.
- Camberley and its surrounding areas continue to expand with more homes being built, and therefore more residents moving to the area. 450 new homes are currently planned for Camberley so the demands on the Post Office will therefore increase over time.

Accessibility

- Whilst the proposed location offers step-free access and could therefore accommodate wheelchairs the store will need an improved layout to ensure customer access.
- We are aware of residents' concerns over the proposed move of the Post Office, particularly how a planned change would be communicated to elderly residents who may find accessing services from villages outside of the town centre challenging.
- There are often queues in WHSmith – these will need to be managed to ensure there is no impact on accessing Post Office services.

I trust the Post Office will look favourably on the Council's submission and look forward to hearing the results of the public consultation. We will be writing to you on this issue separately as your current landlord.

Yours sincerely,

Moira Gibson
Leader of the Council

Karen Whelan
Chief Executive