

cc ^{Re: 15 August 2017 EGM to be minuted}
Newhaven Town Council 27 June 2017 Page One of Three

Questions from Newhaven Residents:

Miss J Jones attended the forum at The Hillcrest Centre, Newhaven, on 26 June 2017 and wrote down answers to the following questions, but at a Meeting today, Residents are demanding that Post Office Limited answers these updated questions in writing because they feel the consultation process is wholly flawed. The main reason is that Post Office Limited [without any consultation whatsoever] decides when it wishes to franchise any Crown Post Office of its choosing and Residents believe this is totally undemocratic and simply wrong on all counts. Post Office Limited is State-owned and people are upset that this organisation has ignored the pleas of citizens across the United Kingdom when trying to save their Crown Post Offices. They say POST OFFICE LIMITED MUST BE HELD TO ACCOUNT AS IT IS CURRENTLY ACTING AS JUDGE, JURY AND EXECUTIONER.

Residents would like a written answers to the following updated questions sent to their spokesperson:

Miss J Jones, Meeching Lodge, Meeching Down, Church Hill, Newhaven, East Sussex, BN9 9HH.

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- **HOW WOULD THE PROPOSED FRANCHISED POST OFFICE BENEFIT NEWHAVEN TOWN?**
 - What is Post Office Limited's view on residents, businesses and visitors having to travel long distances for services that Newhaven's Crown Post Office already offers?
 - People come to Newhaven's Crown Post Office from other areas and Countries to use the superior facilities. It has been proved that loss of a Crown Post Office reduces footfall and as a result, High Street businesses are failing in many High Streets across the Country. What back-up does Post Office Limited have in place when a franchisee decides to close their franchise Post Office for whatever reason [eg change of business, retirement, illness, change in family circumstances, moving house and even bereavement]?
 - PETITIONERS HAVE MADE IT CLEAR THAT THEY DO NOT WISH TO DO THEIR BANKING IN A SHOP. What does Post Office Limited feel would be the advantage to customers in a non-professional financial environment?
 - What is the criterion for a Biometrics' facility in a private franchise?
 - Across the UK, how many franchises have the Biometrics Enrolment Service?
 - Why has Post Office Limited refused to let Newhaven Town Council know how many people are currently using the Biometrics' facility at Newhaven's Crown Post Office?
 - What are the rules for the number of Cash Points for percentage of population? Are there any?
 - Residents say they feel under pressure to purchase items other than those postage-related items when using a franchised Post Office. Comments please?
 - What authority does the proposed franchisee Mr Muttiah have to act as a Bank and thereby take charge of all the Banking needs of residents, businesses and visitors? Newhaven does not have any banks or building societies and all Sub-Post Offices have now closed.
 - What Post Office and Banking qualifications/experience does a Post Office franchise member of staff require?
 - How are the private franchise staff vetted to ensure confidential and accurate handling of people's Bank Accounts and Post Office needs?
 - Who chooses the franchise staff?
 - What qualifications does a franchisee need to choose and train staff?
 - Is there an age limit - higher or lower - on franchise Post Office Staff?
 - Post Office Limited has a longstanding and experienced Human Resources Department. Are Franchise Staff rigorously interviewed and vetted by Post Office Limited's Human Resources Department?
 - The legal minimum number of staff required at any given time in a Crown Post Office is two, if the Crown Post Office is to close for lunch; but three if it does not close for lunch. What is the legal minimum number of staff required to run a franchised Post Office?
 - If there is only one member of staff working in a franchise eg as happens in Mr Muttiah's Saltdean Post Office, please explain how that member of staff can control security – their own and that of the Post Office?

- Does a franchise have to adhere to the same strict advertising standards as those of a Crown Post Office? If not, what rules are in place?
- Regarding the proposed Newhaven private franchise: can Post Office Limited understand why residents and businesses are commenting that our financial services would be reduced to "pick and mix": sweets and Post Office Banking? Comments please?
- What procedures are being proposed by Mr Muttiah for the proposed franchised Post Office?
- Our Crown Post Office has a separate office for customers to discuss their needs when privacy is required to protect personal information. The proposed franchised premises do not have an office facility whereby people can discuss their personal and confidential Post Office and Banking details. Why would Post Office Limited think residents and business in Newhaven would think this arrangement an improvement?
- Our present Crown Post Office premises have enough space to allow for the imminent population growth of the Town, whereby many thousands of people will be moving into the area. The proposed franchise premises are smaller and shared with another business. This does not make any sense! Why does Post Office Limited wish the residents and businesses of Newhaven to cram themselves into smaller premises?
- Our Crown Post Office has enough space when busy [and when there is inclement weather] for its customers to queue inside the building. Impossible in the proposed franchised premises. Why does Post Office Limited expect citizens of Newhaven to queue in the street in all weathers?
- Crown Post Offices are professional financial set-ups. Franchises are the opposite. Off Licences/Sweet Shops/Newsagents [all chosen as private franchises by Post Office Limited] are not set up as Financial Institutions. What qualifications are required of a franchisee to run both a franchise Post Office, plus deal with customers' confidential Banking details?
- Staff at Newhaven's Crown Post Office are vetted by the Home Office relating to the very important Biometrics' facility we have in our Port Town. Does this mean: no Biometrics equals no Home Office vetting for franchise staff?
- If an ATM is robbed as has happened to Mr Muttiah's Saltdean private franchised Post Office, who pays for the reinstatement of the ATM and loss of money?
- Retail newsagent. Newhaven is in need of many shops, but not a Newsagent. Newhaven already has a totally reliable Newsagent of 40 years' standing very close to the present Crown Post Office. Why would Post Office Limited wish to downgrade our trusted Crown Post Office and jeopardise the business of a 40-year-old trusted Newsagent at the same time?
- Please will Post Office Limited give us their prepared list of reduced services for the proposed franchise Post Office?
- The multi-storey car park is equi-distant from the Crown Post Office and the proposed franchised premises. Therefore, no benefit here either.
- What amount does Post Office Limited pay to Citizens Advice Bureau each year?
- WHY IS POST OFFICE LIMITED NOT LISTENING TO THE GENERAL PUBLIC'S WISH TO KEEP THEIR TREASURED CROWN POST OFFICES – THEIR BIRTH RIGHT AND HERITAGE?
- Why is Post Office Limited already planning to delete the word "Crown" relating to Post Offices, completely against the wishes of the people?
- As we leave the European Union the Biometrics service will become ever more important. Newhaven is a Port Town and this already a well-used vital service. Is Post Office Limited prepared to keep the Crown Post Office in Newhaven with the Biometrics service?
- The consultation document did not give a Post Code with the Freepost address and it was therefore impossible to send documents via Special Delivery etc. This is viewed as ridiculous and a great oversight/mistake on the part of Post Office Limited. Comments please?
- Whilst at the forum on 26 June 2017, Miss J Jones was asked not to mention a mistake that had been made on the [undated] Post Office Limited customer letter with the heading "Proposed move to new

premises & branch modernisation". It is being proposed that people travel 9.5 miles away for the Biometric Enrolment Service to Churchill Square, Brighton [not mentioning anywhere in the bump, of course, that this Post Office is housed in the basement of a W H Smith with no windows]: BUT, at the meeting Miss Jones was told that people would be sent to Eastbourne for the Biometrics' service, which is 13 miles and 2 trains away. Residents do not think a member of Post Office Limited's Staff has the right to tell another resident what they can and cannot say. Comments please?

IT'S THE PEOPLE'S POST
NOT A FRANCHISE HOST

cc The Rt Hon Theresa May MP, The Prime Minister.

cc The Reverend Paula A Vennells, Chief Executive, Post Office Limited.

cc Mr Timothy C Parker, Chairman, Post Office Limited.

✓ cc Newhaven Town Council.