



Dear Customer

Local public consultation – Decision update

**Barrow Post Office
Church Road, Barrow, Bury St Edmunds, IP29 5AX**

We are writing to update you, following the temporarily closure of Barrow Post Office, we are pleased to confirm that your new branch re- opened on Thursday 24 August 2023, at Matt's Food Wine & More, 1A The Street, Barrow, Bury Edmunds, IP29 5AN. We apologise for the delay and for any inconvenience caused during this temporary closure.

We will now display posters in the new branch to inform customers of this change. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Notification is available at the end of this letter.

We would like to thank you for your patience at this time.

Yours faithfully

Wendy Hamilton

**Wendy Hamilton
Network Provision Lead**

How to contact us:

comments@postoffice.co.uk
postofficeviews.co.uk
FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Appendix A

Response to Local Public Consultation

Consultation started 16 June 2023

Consultation ended 28 July 2023

Consultation responses

- 131 responses from customers and local representatives

Key issues raised

- Distance
- Parking and Traffic Congestion

Response to issues raised

Distance

Customers welcomed and supported the move because the new location is more centrally located in the village and offers convenient access to Post Office services. Some customers raised concerns that they will have further to travel to access Post Office services. With any relocation it is inevitable that whilst some customers will have an easier journey, or find the premises are closer than at present, regrettably others will have further to travel. We can only apologise for this, and we remain confident the move will not significantly impede customer access to Post Office services.

We can confirm the new branch is located approximately 800 metres away from the previous branch, along varied terrain. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Barrow. We can confirm pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the previous site.

Parking and Traffic Congestion

While we have considered the comments raised about parking and peak time traffic congestion in the area surrounding the new branch, it is fair to say that this is a problem faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited. A further review of parking has been carried out and we can confirm that customers using their own transport, there is a free public car park on Brittons Road 80 metres away from the branch. There is parking available for up to three cars on the forecourt outside the new branch. Roadside parking is also available outside the new branch and nearby. We are therefore satisfied that there is adequate car parking in the area surrounding the new branch to meet the needs of customers using the new Post Office.

We recognise that the Post Office plays an important part in the lives of our customers, particularly to the older and disabled people and we want to make our services as accessible as possible. We are pleased to confirm the new branch has a ramp at the entrance with a wide door. Internally, there is a hearing loop and space for a wheelchair.

Appendix B

Barrow Post Office Information Sheet

Matt's Food Wine & More
1A The Street
Barrow
Bury Edmunds
IP29 5AN

New opening hours

Monday to Friday	09:00 – 17:00
Saturday	09:00 – 15:00
Sunday	Closed

Some branches may need to make changes to their opening hours.
The latest available branch information can be found on our website
www.postoffice.co.uk/branch-finder

Products & Services

The same range of products and services will still be available.

Serving positions

There will be a Post Office serving point at the retail counter.

Access

Access is via a ramp with a wide door at the entrance to the new branch.
Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch is located approximately 800 metres away from the previous branch, along varied terrain.

There is a free public car park on Brittons Road 80 metres away from the branch.
There is parking available for up to three cars on the forecourt outside the new branch.
Roadside parking is also available outside the new branch and nearby.

Retail

Convenience store

Date of move

Thursday 24 August 2023

Barrow Post Office services available	
For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator.	
	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	✓
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	✓
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
All personal and business banking cash withdrawals, deposits, balance enquiries & enveloped cheque deposits (card, barcoded or manual).	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments (card, barcoded or manual)	✓
Key recharging	✓
Driving	
Vehicle tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros & Dollars
On demand travel insurance	✓
Mobile Top-ups & E vouchers	✓
Payment by cheque	✓
Other products are available at Kentford Post Office, 45 Moulton Avenue, Kentford, Newmarket, CB8 8QX	
Opening times: Mon – Fri 09:00 – 13:00 & 14:00 – 17:30 Sat 09:00 – 12:00	

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub - postofficeviews.co.uk

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹ / temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Consumer Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk

Comments@postoffice.co.uk

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

¹ We will provide an update to locally elected representatives if the status of the temporarily closed branch has not changed after 12 months.

There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office.