



Dear Customer

Local public consultation – Decision

**Bilsthorpe Post Office
46 Church Street, Bilsthorpe, Newark, NG22 8QR**

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the reopening of the above Post Office into Shop4U, 17 Church Street, Bilsthorpe, NG22 8PR, where it will be operated by a retail partner.

I would like to thank everyone who took the time to let us have their comments and provide information. All the feedback we received helped us to better understand the views of customers and their representatives and this was taken into account, along with all other relevant factors, in making our decision. A summary of the feedback is enclosed along with an information sheet providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the layout and location of the new branch will continue to meet customer needs and deliver an excellent service, whilst securing the long-term viability of Post Office services in the local community.

The previous branch closed on Saturday 25 November 2023, with the new branch opening, at Shop4U, 17 Church Street, at 13:00 on Tuesday 9 April 2024. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Farnsfield Post Office, Main Street, Farnsfield, Newark, NG22 8EF
- Rainworth Post Office, Lake Farm Road, Rainworth, Mansfield, NG21 0ED

This information is also available on the Post Office Consultation Hub at: postofficeviews.co.uk

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

Yours faithfully

Allison Wallace

**Allison Wallace
Network Provision Manager
Post Office Limited**

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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 Thursday 1 February 2024

Consultation ended Thursday 14 March 2024

Consultation responses

- 127 responses from customers and local representatives

Key issues raised

- Alternative Location
- Access
- Internal Space
- Cash machine

Response to issues raised

Alternative Location

The new premises are located approximately on the same road, 220 metres from the previous branch site, along mostly level terrain. 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 to the new location, 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. In terms of pedestrian access to the new location, there are well maintained pavements, with dropped kerbs along the route from the previous site. We believe this reopening is the most effective way to secure the long-term viability of Post Office services in Bilsthorpe.

Access

We recognise that the Post Office plays an important part in the lives of customers, particularly to older and disabled customers and we want to make our services as accessible as possible. We are pleased to confirm when the new branch opens, adjustments will be made and a new ramp with handrail will be installed to provide ease of access into the new premises.

Internal Space

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We have worked closely with the new operator on the internal layout to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Cash Machine

The current branch has an external cash machine, however for reasons outside Post Office Limited's control, the Post Office external cash machine would not be transferring to the new branch, a wide range of banking services will be available at the counter.

Appendix B

Bilsthorpe Post Office Summary Sheet

Shop4U
17 Church Street
Bilsthorpe
NG22 8PR

New opening hours

Mon - Fri	08:30 - 17:00
Sat	08:30 - 15:00
Sun	Closed

There are times our branches may need to make changes to its 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 one Post Office serving point at the retail counter.

Access

The new premises will have a wide door and a ramp at the entrance.

Internally, there will be a hearing loop and space for a wheelchair.

Getting there

The new branch will be located approximately 220 metres away from the previous branch, along mostly level terrain.

Roadside parking is available outside the new premises.

Retail

Convenience store.

Bilthorpe Post Office services available	
For information about product availability call 03457 22 33 44. 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	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Driving	
Vehicle tax	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros
Travel insurance referral	✓
Mobile Top-ups & E vouchers	
Mobile Top-ups & E vouchers	✓
Payment by cheque	
Vehicle tax only	
Other Products are available at Rainworth Post Office, Lake Farm Road, Rainworth, Mansfield, NG21 0ED	
Opening times:	
Mon – Sat	07:00 – 21:00
Sun	09:00 – 17:00

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 Consult - where we are seeking feedback on proposals prior to a decision being made on the:

- Permanent closure of a Post Office branch⁵
- Permanent relocation of a Post Office branch (including the franchising of a Directly Managed branch to a new site)

We will carry out a six-week⁶ local public consultation, informing customers, locally elected representatives, Consumer Advocacy Bodies, and selected charities of the proposal. This information will also be made available online and for a Directly Managed branch a press release will be issued to local media. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.).

The consultation will ask specific questions on areas where we would like feedback on access to Post Office services and will confirm when the change will happen if the decision is made to proceed. We will provide clear information on any changes to services as well as access to and into the new branch.

We welcome all feedback with the following factors being taken into account in making our decision, which we expect to make within four weeks of the close of consultation:

- Customer access to, into and inside the new or alternative branch/branches with particular regard to vulnerable consumers
- Any local community issues which could be affected by or affect the proposal

At the end of the consultation process we will write to locally elected representatives, Consumer Advocacy Bodies, and respondents to the consultation (where practical) to confirm our decision and provide a summary of key issues raised with a clear response to each. This information will be made available online and in branch (where possible).

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

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⁵ 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.

⁶ If the consultation includes more than four weeks in July in Scotland and Northern Ireland or more than four weeks in August in England and Wales, we will extend the period by one calendar week. We will not start any local public consultation during the two-week period which includes the Christmas and New Year bank holidays.