



Dear Customer

Changes to Bolehall Outreach services

Local public consultation

We have relocated Donisthorpe Outreach Post Office service at a new location – The Church of St John the Evangelist, 46A Church Street, Donisthorpe, Swadlincote, DE12 7PY.

Why have we moved?

The premises at Ramscliffe Avenue have been withdrawn and will no longer be available for Post Office use from Wednesday 7 April 2021. We have therefore had to identify an alternative location to continue to offer Post Office services to the community in Donisthorpe.

Our priority is to safeguard Post Office services to the local community in the longer term and the relocation of Donisthorpe Outreach service allows us to maintain access to Post Office services for the customers in the local area.

The Postmaster from Bolehall Post Office will continue to provide Post Office services from the new premises, from within the Church Hall. This new Outreach Post Office service commenced on Wednesday 14 April 2021.

To accommodate the new Outreach service in Donisthorpe, we have made some minor changes to the opening hours at the Oakthorpe Outreach service. These changes took effect from Wednesday 14 April 2021. Further details of the changes to this service are provided at the end of this letter and posters will now be displayed at the Oakthorpe Community Leisure Centre.

Consulting on the new location

Whilst the decision has already been made to move Donisthorpe Outreach service, we would still like your views on access and the service offer at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

- Are the new premises easy for you to get into and is the inside easily accessible?
- Are there any other local community issues which you believe could be affected by or affect the change?
- Is there anything we could do to make it easier for customers?

An information sheet is enclosed that provides more details about your proposed new branch. For further information or to share your views, please visit our Consultation Hub via the link below, then use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **470201**

postofficeviews.co.uk

If you're a local representative, it would be helpful if you could share this information with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to the Post Office in Donisthorpe. If you would like a supply of these posters, please let us know.

Dates for local public consultation:

Local Public Consultation starts	21 April 2021
Local Public Consultation ends	2 June 2021

In order to maintain a Post Office service to our customers in Donisthorpe, the new Outreach service opened on Wednesday 14 April 2021. However, this does not affect the period of public consultation which is ongoing until Wednesday 2 June 2021.

We are committed to engaging with and supporting our customers and their representatives as we make changes to the Post Office network. This consultation process is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. A copy is available at the end of this letter.

Any information we receive will be considered in our plans. At the end of the consultation period, we'll let you know our final plans by displaying a poster at The Church of St John the Evangelist, or if you are a local representative, I'll be in touch again.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
Network Provision Manager

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comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments

**Please note this is the full address to use
and no further address details are required.**

Want to tell us what
you think right here
and now? Scan here.

If you don't have a QR
code scanner on your
phone, you can find
one in your app store.



Items sent by Freepost take two working days to arrive, so responses by Freepost should be sent in sufficient time to arrive before the end of the consultation period. Working days do not include Saturdays or Sundays. Responses received after the deadline will not be considered.

**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.**

Donisthorpe Outreach service information sheet	
	New Post Office location
Address	The Church of Saint John the Evangelist Church Hall 46A Church Street Donisthorpe Swadlincote DE12 7PY
Post Office Opening hours	Wednesday 14:10 – 16:10
Distance	Within 350 metres of the previous location, along varied terrain.
Products & Services	The same wide range of products and services will still be available.
Serving positions	There will be a dedicated Post Office serving position located within, the Church of Saint John the Evangelist.
Accessibility	<p>Access and facilities Access at the Church of Saint John the Evangelist is via a ramp with a wide door at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p>Parking Roadside parking is available on Church Street outside the Church.</p>
Outreach Location	Church Hall
Local Public Consultation starts	21 April 2021
Local Public Consultation ends	2 June 2021
Date of change	Wednesday 14 April 2021

Details of the changes to Oakthorpe Outreach service:

Oakthorpe Post Office®

Oakthorpe Community Leisure Centre, Measham Road,
Oakthorpe, Swadlincote, DE12 7RG

Previous opening times

Wednesday	14:00 – 16:00
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New opening times

Wednesday	12:30 – 14:00
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Principles of Community Engagement on changes to the Post Office network

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.

We will **Engage** - where we are seeking feedback on a decision that has been made on:

- Re-opening of a temporarily closed branch in a new location (where the branch has been closed for more than three months)
- Franchising of a Directly Managed branch in its existing site

While the decision to proceed will have already been made, we will welcome suggestions about specific aspects of the change such as access arrangements and the internal layout. We will provide four weeks' notice or, where extenuating circumstances prevent this, we will provide as much notice as possible.

During this period we will display a poster in branch and provide information online. We will contact locally elected representatives², the Consumer Advocacy Bodies and selected charities³, providing clear information on any changes to services or access arrangements at the branch. We will ask locally elected representatives to share information with other key community outlets (such as notice boards, local charities, magazines, GP surgeries etc.). We will publish the outcome of the engagement online and in branch, providing a summary of key issues raised with a clear response to each and any changes made to our original plans.

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

- Permanent closure of a Post Office branch⁴
- 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-week⁵ 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, Citizens Advice 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, Citizens Advice 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.

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

² Locally elected representatives include but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Assembly, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council.

³ Selected charities are local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. All parties referred to in 2 and 3 above are encouraged to share all information with local groups and organisations who they believe have an active interest in changes to their local Post Office.

⁴ 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.

⁵ 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.