



Dear Customer

Brampton Post Office  
43 High Street, Brampton, Huntingdon, PE28 4TG

Local public consultation decision

I'm writing to confirm that following a period of local public consultation and review we have made the decision to proceed with the move of the above Post Office into Nisa Local at 1 Miller Way, Brampton, Huntingdon, PE28 4RR, 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 current branch closed on Monday 21 June 2021. Due to unforeseen circumstances the new branch did not open at Nisa Local, 1 Miller Way in Brampton, on Wednesday 23 June 2021, as previously advised.

We are pleased to confirm your new Brampton Post Office branch opened on Friday 25 June 2021 at Nisa Local. Please accept our apologies for any inconvenience caused by the delay of the Post Office relocation.

Details of two alternative Post Office branches in the area, are provided below:

- Huntingdon Post Office, WH Smith, 122-123 High Street, Huntingdon, PE29 3LG
- Buckden Post Office, One Stop, 36 High Street, Buckden, St. Neots, PE19 5XA

The latest available branch information can be found on our website, [www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)

This information is also available on the Post Office Consultation Hub at: [postofficeviews.co.uk](http://postofficeviews.co.uk)

We're carrying out this notification in line with our Principles of Community Engagement. A copy is available at the end of this letter.

Yours faithfully

*Hayley Brown*

Hayley Brown  
Network Provision Manager

postofficeviews.co.uk

comments@postoffice.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** 21 July 2020

**Consultation ended** 1 September 2020

#### Consultation responses

- 1366 responses from customers and local representatives
- 93 locally produced generic style customer comment cards
- Petition

#### Meetings

Post Office representatives had discussions with Councillor Michael Shellens on 21 August 2020 and 26 August 2020.

#### Key issues raised

- Distance, Route and Location
- Premises
- Parking and Public Transport
- Health and Safety

#### Response to issues raised

##### Distance, Route and Location

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.

The new branch will be located approximately 0.8 miles away from the current branch, along varied terrain. We believe this relocation is the most effective way to secure the long-term viability of Post Office services in Brampton.

## **Premises**

Some customers may have concerns about carrying out their Post Office business in a different type of environment from what they are used to.

In making the decision following public consultation we have had to balance the comments and concerns raised against the need to ensure a commercially viable and sustainable service into the future. Like many high street retailers, we've had to develop our ways of working so that we can maintain Post Office services for our customers. The move of the branch into a new retail environment and operating as one of our local Post Office models will help secure the long-term future of Post Office services in the local area.

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. I can confirm there is level access with wide double doors at the entrance to the proposed premises. Internally, there will be a hearing loop, a low-level serving counter and space for a wheelchair.

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 will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed 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.

Staff will be fully trained with staffing levels aligned to meet customer demand particularly at peak times. We will also be working with the new operator to make sure there is an appropriate level of privacy at the Post Office serving point. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service. Similarly, with security, as with any other branch in our network there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

The new local style Post Office will operate from two Post Office serving points (subject to social distancing), located at the retail counter enabling customers to carry out a wide range of Post Office products and services alongside retail transactions. Additionally, cheques will continue to be accepted as a method of payment. The full range of Post Office products and services are available at Huntingdon Post Office.

The change also means that local residents will benefit from significantly longer opening hours, including Saturday afternoon, Sunday opening and longer opening times throughout the week, allowing customers to spread their visits and access our services seven days a week and at times that suit them better. Full details of the new branch are provided at the end of this letter together with a list of the products and services which will be available.

## **Parking and Public Transport**

The store owner has been granted planning permission by the Highways England to make changes to the forecourt parking at the Nisa store. This will increase the forecourt parking space including an allocated disabled parking bay and will support the flow of traffic at busy times. We are therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

While we have considered the comments raised about parking and peak time traffic congestion in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. For customers using their own transport to access the branch, I can confirm roadside parking is available outside the proposed premises and nearby.

We acknowledge that for some customers the move may mean a slightly longer journey than currently. For customers using public transport, Brampton is served by Stagecoach bus service to and from the surrounding area. The bus service on route number 66 runs hourly for the most part of the day and the bus stop is located at Horseshoes Way 10 metres from the current site. The nearest bus stop to the new premises is located at Burnaby Close within 70 metres of the Nisa Local store.

### **Health and Safety**

The UK is currently experiencing a public health emergency as a result of the COVID-19 Pandemic and as such, it is critical that we as a business take a range of measures to keep everyone safe.

Please be assured that Post Office Ltd has been working hard to follow Government guidelines to make sure that branches are a safe environment for customers and staff. Perspex screens and hand sanitiser are used in branches along with floor markers and or posters promoting social distancing. Post Office Ltd will continue to work safely during the pandemic, ensuring as many people as possible visiting our branches comply with Government guidance.

We're confident that our Postmasters and their staff are acting in accordance with the official advice and we're doing everything we can to keep our branches open and safe.

## Appendix B

### Brampton Post Office information sheet

<b>Address</b>	<p>Nisa Local 1 Miller Way Brampton Huntingdon PE28 4RR</p>														
<b>Post Office Opening hours</b>	<table border="1"> <tr> <td>Mon</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Tue</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Wed</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Thu</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Fri</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Sat</td> <td>07:00 – 20:00</td> </tr> <tr> <td>Sun</td> <td>07:00 – 20:00</td> </tr> </table>	Mon	07:00 – 20:00	Tue	07:00 – 20:00	Wed	07:00 – 20:00	Thu	07:00 – 20:00	Fri	07:00 – 20:00	Sat	07:00 – 20:00	Sun	07:00 – 20:00
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<b>Distance</b>	0.8 miles away from the current branch, along varied terrain.														
<b>Products &amp; Services</b>	A wide range of products and services will still be available.														
<b>Serving positions</b>	There will be two Post Office serving points provided for use at the retail counter and available during shop opening hours.														
<b>Accessibility</b>	<p><b>Access and facilities</b> The new premises will have wide double doors and level access at the entrance. Internally, there will be a hearing loop and space for a wheelchair.</p> <p><b>Parking</b> Roadside parking is available outside the proposed premises and nearby.</p> <p><b>Buses</b> There is a bus service around Brampton directly passing the new premises. The nearest bus stop is located approximately within 70 metres of the Nisa Local store.</p>														
<b>Retail</b>	Convenience store														
<b>Date of move</b>	Friday 25 June 2021														



## 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](https://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 closure<sup>1</sup> / 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, 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.

**Postofficeviews.co.uk**

**[Comments@postoffice.co.uk](mailto:Comments@postoffice.co.uk)**

**FREEPOST Your Comments**

**Call: 03452 66 01 15**

**Textphone: 03457 22 33 55**

<sup>1</sup> 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.