



Dear Customer

Local public consultation - Have your say

Bridgefoot Post Office

Previously located at: 18 Fell View, Bridgefoot, Workington, CA14 1YL

We are delighted to let you know that we will be restoring Post Office services to the local community with the introduction of a permanent Mobile Service, which will be located at: Bridgefoot Village Hall Car Park, Bridgefoot, Workington, CA14 1YF.

Why are we moving?

The previous branch closed in October 2021 due to the resignation of the postmaster and the withdrawal of the premises for Post Office use. Since the closure we have continued to work to identify a solution to restore Post Office services to the local community. We are pleased to inform you that we are introducing a Mobile Service, which is a tried and tested way of maintaining service to smaller communities. The Mobile Service is a travelling Post Office aboard a specifically designed vehicle that brings Post Office services and retail products to communities without relying on fixed premises that has formed part of our operational network for some years now.

We are therefore pleased to inform you that the Postmaster from Scotby Post Office is willing to offer Post Office services to the Bridgefoot community. The establishment of Mobile Services presents the best possible solution to restore Post Office services to the local community. We will continue to review and monitor service on an on-going basis, and should customer usage increase significantly, consideration would be given to adjusting service times accordingly. Details of the new service are provided at the end of this letter.

The previous Post Office branch closed on Wednesday 27 October 2021 and your new Post Office service is scheduled to commence from Thursday 02 December 2021 at 09:45. If there are any unforeseen circumstances which mean the opening date changes, posters will be displayed to let customers know.

We'd like your help

Whilst the decision has already been made to introduce a Mobile Service, we would still like your views on access to the mobile service at Bridgefoot Village Hall Car Park and access into and within the mobile van. Therefore, we're now commencing a local public consultation and before we finalise our plans would like to hear your views.

What exactly are we consulting on?

We'd welcome your comments on the following areas:

- **How suitable do you think the new location is and how easy is it to get there?**
- **Do you have any comments on the opening hours?**
- **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?**

Please note the change of management is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	Wednesday 01 December 2021
Local Public Consultation ends	Wednesday 12 January 2022

In order to restore a Post Office service to our customers in Bridgefoot, the new Mobile Service will commence on Thursday 02 December 2021. However, this does not affect the period of public consultation which is ongoing until Wednesday 12 January 2022.

You can share your views on the proposed change through our easy and convenient online questionnaire via postofficeviews.co.uk. When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **407410**

How to share your views:

Consultation Hub (postofficeviews.co.uk)

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

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.



Good to know

- The Mobile Service will offer a range of Post Office products and services.
- Posters and leaflets will now be displayed locally to let customers know about the change and to ask their views.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the service.
- This consultation 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. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and 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 Bridgefoot Post Office. If you would like a supply of posters, please let us know. Our contact details can be found at the bottom of the first page.

Yours faithfully

Kenny Lamont

Kenny Lamont
Network Provision Manager
Post Office Limited

Bridgefoot Post Office Information Sheet

Previous Location	New Location
18 Fell View Bridgefoot Workington CA14 1YL	Bridgefoot Village Hall Car Park Bridgefoot Workington CA14 1YF
Previous opening hours	New opening hours
Mon - Thur 08:30 – 12:00	Thur 09:45 – 10:45

During the Coronavirus pandemic the branch 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

A range of Post Office products and services will be available. Customers can still collect benefits in cash using our everyday banking services.

Access

There is a step into the mobile van, with an electronic tailgate available to facilitate easy access for wheelchair users and those with disabilities.

Getting there

This mobile Post Office service is located approximately 210 metres away from the previously closed branch, along varied terrain.

Parking is available close to where the mobile van will be parked.

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.

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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.

Postofficeviews.co.uk
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FREEPOST Your Comments Call:

¹ 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.

² 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.

³ Locally elected representatives include 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.

⁴ 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 3 and 4 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.