



Dear Customer

Cam Post Office®
3 Noel Lee Way, High Street, Cam, Dursley, GL11 5PS

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 Clutterbucks at 24-26 High Street, Cam, Dursley, GL11 5LE, 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 at 3 Noel Lee Way, closed on Wednesday 6 January 2021 at 17:30. We are pleased to update you, that your new-look Cam Post Office is scheduled to open at the new premises in Clutterbucks at 24-26 High Street, on Thursday 28 January 2021 at 08:30. We apologise for the late notification on this occasion and please accept my apologies for any inconvenience caused by the delay of the Post Office relocation.

If there are any unforeseen schedule changes, posters will be displayed at Clutterbucks to let customers know.

Please accept our apologies for the short break in service during the transfer. Customers are free to visit the branch most convenient for them. However, the following alternative branches are located nearby:

- Dursley Post Office, 6 Silver Street, Dursley, GL11 4BN
- Slimbridge Beehive House, Slimbridge, Gloucester, GL2 7BL

The latest available branch information can be found on our website,
www.postoffice.co.uk/branch-finder

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. A copy is available at the end of this letter.

Yours faithfully

Sarah Cottrell

Sarah Cottrell
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 25 August 2020

Consultation ended 6 October 2020

Consultation responses

- 10 responses from customers

Key issues raised

- Location and Parking
- Access, Space and Queues
- Staff

Response to issues raised

Location and Parking

The new premises are located approximately 80 metres around the corner from the current branch in a small row of shops, along level terrain. 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. Our priority is to safeguard Post Office services to the local community in the longer term. We believe this relocation is most effective way to secure the long-term viability of Post Office services in Cam.

While I have considered the concerns raised about parking 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. However, I have conducted a further review of parking and I can confirm parking is available in the layby lane within 15 metres outside the new premises. I am therefore satisfied that parking at the proposed new branch will continue to meet the needs of customers using the Post Office.

Access, Space and Queues

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 a ramp with a wide door at the entrance of the new premises. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

Internally, a modern, new main style Post Office branch will be built to our high specifications, with one screened and two open plan counter positions and incorporating low-level facilities. We will work closely with the Postmaster on the internal layout of the new branch to provide adequate space and privacy for Post Office customers and access into and inside the store. Aisles and the queuing area will be kept free from obstructions and adequate room will be provided for customers and a wheelchair to move around the new branch and access Post Office services. Customers will be able to transact the same wide range of products and services as currently, whilst benefitting from longer opening times.

Staff

We know our customers value excellent customer service at the Post Office and the Postmaster is looking forward to welcoming Post Office customers. The Postmaster and their staff will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include guidance on respecting customer confidentiality and safeguarding privacy. They are also required to complete compliance training for a number of areas, including Data Protection and Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched. Similarly with security, strict guidelines and procedures would be in place to safeguard customers, staff and the cash and stock entrusted to the operator's care.

Appendix B

Cam Post Office information sheet

Address	Clutterbucks 24-26 High Street Cam Dursley GL11 5LE														
Post Office Opening hours	<table border="1"> <tr><td>Mon</td><td>09:00 – 17:30</td></tr> <tr><td>Tue</td><td>09:00 – 17:30</td></tr> <tr><td>Wed</td><td>09:00 – 17:30</td></tr> <tr><td>Thu</td><td>09:00 – 17:30</td></tr> <tr><td>Fri</td><td>09:00 – 17:30</td></tr> <tr><td>Sat</td><td>09:00 – 14:30</td></tr> <tr><td>Sun</td><td>Closed</td></tr> </table>	Mon	09:00 – 17:30	Tue	09:00 – 17:30	Wed	09:00 – 17:30	Thu	09:00 – 17:30	Fri	09:00 – 17:30	Sat	09:00 – 14:30	Sun	Closed
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Thu	09:00 – 17:30														
Fri	09:00 – 17:30														
Sat	09:00 – 14:30														
Sun	Closed														
Distance	Within 80 metres away from the current branch, along level terrain.														
Products & Services	The same wide range of products and services will still be available.														
Serving positions	There will be three serving positions, which will be a mixture of one screened and two open plan counters.														
Accessibility	<p>Access and facilities The new premises has a wide door and a ramp at the entrance. Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.</p> <p>Parking Parking is available in the layby lane within 15 metres outside the new premises.</p>														
Retail	Gifts, Cards and Stationery														
Date of move	Thursday 28 January 2021 at 08:30														

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.

postofficeviews.co.uk
comments@postoffice.co.uk
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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.