



Dear Sir/Madam

Cambourne Post Office®
Previously located at: 9 High Street, Cambourne, Cambridge, CB23 6JX

I am writing to confirm that we are proceeding with our proposal to introduce a Mobile outreach service which commenced operating from The Hub Car Park, Cambourne Community Centre, High Street, Cambourne, CB23 6GW from Wednesday 6 September 2017.

We received 14 individual responses from customers and local representatives during the consultation period. Some feedback welcomed the introduction of a Mobile service in Cambourne and the proposed opening times. Other feedback said that the proposed visiting times may not be sufficient to meet the needs of the local community. This feedback enabled me to improve my understanding of customers' views and to ensure that all such information was taken into account in finalising our plans for the new service.

Our priority is to safeguard Post Office services to local community and it is therefore important that the new service is sustainable for our operator who provides the service on our behalf. We do understand that for some customers the new mobile service times may be less convenient, however, we do consider that the hours for the mobile service will meet the needs of our customers in Cambourne and allow us to maintain a sustainable service in the longer term. We will, however, continue to review and monitor the service on an on-going basis and should customer usage increase significantly, consideration would be given to adjusting service times accordingly.

Further details of the new service are provided at the end of this letter.

You can also find a copy of this letter on our website at postofficeviews.co.uk. When entering the website you will be asked to enter the code for this branch: 02345899

Thank you for considering our proposal.

Yours faithfully

A handwritten signature in black ink, appearing to read "Michael Brennan".

Michael Brennan
Network Operations Area Manager

How to contact us:

-  postofficeviews.co.uk
-  comments@postoffice.co.uk
-  Customer Helpline: 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.**

We've published our final plan on-line, to see it, scan here.

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



This communication process has been agreed with the independent statutory consumer watchdog, which in Great Britain is Citizens Advice and Citizens Advice Scotland, and in Northern Ireland, the Consumer Council, and is being carried out in line with our Code of Practice for changes to the Post Office network, which we have agreed with them. If you'd like copies of the Code they are available in branch, or by contacting us or on our website at: www.postofficeviews.co.uk. If you think that the process has not been properly followed and wish to make a complaint, then please write to us or email us via the contact details included in our posters and letters and let us know why. We'll examine your complaint and respond to you as soon as we can. We will provide you with the relevant contact points for the consumer watchdog, so if you are still not satisfied when you have received our response, you can ask them for their assistance.

To get this information in a different format, for example, in larger print, audio or braille please contact the Customer Helpline on 03452 66 01 15 or Textphone 03457 22 33 55.

Details of the new service:

Cambourne Mobile Service

The Hub Car Park
Cambourne Community Centre
High Street
Cambourne
CB23 6GW

Proposed Opening times

Wednesday	12:15 – 16:15
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Services

A wide range of services is be available. Customers can still collect benefits in cash using our everyday banking services or Post Office card account.

Access and facilities

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

Parking

Parking available close to the Mobile Van.