



Dear Customer

**Local public consultation – Decision**

**Castle Hedingham Post Office  
7 St James Street, Castle Hedingham, Halstead, CO9 3EJ**

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 The Village Shop, at 5 St James Street, Castle Hedingham, Halstead, CO9 3EJ, where it will be operated by the existing postmaster.

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 will close at 13:00 on Thursday 20 July 2023, with the new branch opening, at The Village Shop, 5 St James Street, Castle Hedingham, at 09:00 on Monday 31 July 2023. If there are any unforeseen circumstances which mean these dates change, posters will be displayed in branch to let customers know.

During transfer of the branch customers requiring Post Office facilities may use any convenient Post Office service. Details of two alternative Post Office branches are provided below for your convenience:

- Sible Hedingham Post Office, 140 Swan Street, Sible Hedingham, Halstead, CO9 3PP
- Halstead Post Office, 76 - 80 High Street, Halstead, CO9 2JG

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

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

*Allison Wallace*

**Allison Wallace  
Network Provision Manager  
Post Office Limited**

[comments@postoffice.co.uk](mailto:comments@postoffice.co.uk)  
[postofficeviews.co.uk](https://postofficeviews.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** 18 April 2023

**Consultation ended** 30 May 2023

#### **Consultation responses**

- 64 responses from customers and local representative

#### **Customer Feedback**

We received positive feedback from customers and local representative during the local public consultation period. Customers supported the move of the branch and welcomed the retention of Post Office services to the local community in Castle Hedingham.

Customers felt that the new branch will remain at a central location within the village, providing the same Post Office products and services and that the local residents will continue to benefit from the same opening hours.

We recognise that the Post Office plays an important part in the lives of customers, and we want to make our services as accessible as possible and we are confident that the new Post Office service will be suitably located and will meet customer needs, whilst helping to provide future sustainability for the branch.

## Appendix B

### Castle Hedingham Post Office Information Sheet

The Village Shop  
5 St James Street  
Castle Hedingham  
Halstead  
CO9 3EJ

#### New opening hours

Monday to Friday	09:00 – 13:00
Saturday & Sunday	Closed

**Some branches may need to make changes to their opening hours.  
The latest available branch information can be found on our website  
[www.postoffice.co.uk/branch-finder](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same range of Post Office products and services will continue to be available.

#### **Serving positions**

There will be a low-level Post Office serving point located in a dedicated area within the new branch.

#### **Access**

The new branch will have a wide door and access will be via a raised threshold at the entrance. Internally, there will be a hearing loop and space for a wheelchair.

#### **Getting there**

The new branch will be located approximately 20 metres away from the current branch, along level terrain.

Roadside parking will be available outside the new branch.

Further roadside parking will be available nearby and along St James Street.

#### **Retail**

Convenience Store/Cards and Stationery

#### **Date of move**

Monday 31 July 2023 at 13:00

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

- Permanent closure of a Post Office branch<sup>1</sup>
- 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-week<sup>2</sup> local public consultation, informing customers, locally elected representatives<sup>3</sup>, Consumer Advocacy Bodies and selected charities<sup>4</sup> 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, Consumer 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, Consumer 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**  
**Call: 03452 66 01 15**

**Comments@postoffice.co.uk**  
**Textphone: 03457 22 33 55**

**FREEPOST Your Comments**

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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.

<sup>4</sup> 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 <sup>3</sup> and <sup>4</sup> 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.