



Dear Customer

**Central Avenue Post Office®
34 Central Avenue, Carlisle, CA1 3QB**

Changes to the branch

We recently asked you for your views about our plans to change the above Post Office to one of our new-style local branches.

Our plans are now finalised and your new-look Post Office is scheduled to open at the current location on Monday 4 February 2019 at 13:00.

To make this change happen, the branch will need to close for refurbishment on Wednesday 2 January 2019 at 17:30 however the following branch will be happy to provide customers with Post Office services during this period. Should these dates change, posters will be displayed in branch to let customers know.

During the refurbishment 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:

- Petteril Bank Post Office, 2 Petteril Bank Road, Carlisle, CA1 3AH
- Currock Post Office, 83 Blackwell Road, Carlisle, CA2 4AJ

Further details about alternative branches are provided at the end of this letter.

When the new branch opens customers will benefit from the following longer opening hours: Monday – Friday 07:30 – 17:30 & Saturday 09:00 – 14:00.

A copy of our final plans for this branch is published on our website at postofficeviews.co.uk.

If you have a QR scanner on your phone, just scan here to go straight to the site:



Thank you for your time taken.

Yours faithfully

Clive Serplus

**Clive Serplus
Area Network Change Manager**

If you have any questions about this change, please contact us using one of the following ways:

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

This is all you need to add to your envelope for your letter to reach us.

Alternative branches:

Petteril Bank Post Office

2 Petteril Bank Road
Carlisle
CA1 3AH

Opening times

Monday	09:00 – 17:30
Tuesday	09:00 – 17:30
Wednesday	09:00 – 17:30
Thursday	09:00 – 17:30
Friday	09:00 – 17:30
Saturday	09:00 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available with addition of National Lottery however excluding Car tax, Euro Travel Money and Passport Check & Send.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 0.6 miles away from Central Avenue branch, along varied terrain.

Currock Post Office

83 Blackwell Road
Carlisle
CA2 4AJ

Opening times

Monday	08:30 – 17:30
Tuesday	08:30 – 17:30
Wednesday	08:30 – 17:30
Thursday	08:30 – 17:30
Friday	08:30 – 17:30
Saturday	08:30 – 12:30
Sunday	Closed

Services

The same range of services will continue to be available with the addition of National Lottery and comprehensive range of Travel Money, however excluding Passport Check & Send.

Access and facilities

This branch has a wide door and level access at the entrance.

Transport/parking

Roadside parking is available nearby. There are local buses serving the surrounding area.

Distance

This Post Office service is located approximately 1.8 miles away from Central Avenue branch, along varied terrain.

To get this information 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

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

FREEPOST Your Comments

Call: 03452 66 01 15

Textphone: 03457 22 33 55

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.