



Dear Customer

Local public consultation – Decision

**Clapham Post Office
48 High Street, Bedford, MK41 6DN**

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 Clapham Discount Food & Wine, 76 High Street, Clapham, Bedford, MK41 6DN, where it will continue to operate as one of our local style branches.

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.

We're currently making the final arrangements for the move and further information will be provided in branch once the dates have been agreed.

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. An extract relating to Consultation is available at the end of this letter.

Yours faithfully

Allison Wallace

**Allison Wallace
Area Change Manager
Post Office Limited**

comments@postoffice.co.uk

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 25 April 2025

Consultation ended 6 June 2025

Consultation responses

- 750 responses from customers and local representatives
- Two petitions – One containing 1413 signatures and the other 294 signatures

Key issues raised

- Rational for the move
- Parking
- Access and Internal Space
- Serving Counters and Queuing
- Staffing and Customer Service

Response to issues raised

Rational for the move

The postmaster decided to sell their business and resign from operating the Post Office, resulting in a potential loss of service in Clapham. The proprietor of Clapham Discount Food & Wine successfully applied to run the Post Office branch, was appointed and subsequently identified an alternative location to operate Clapham Post Office. This move will help us maintain a Post Office service for our customers in the Clapham community for the longer term.

Parking

Parking and the availability of parking spaces are problems faced generally in many locations nationwide. Whilst the availability of parking spaces is outside the direct control of Post Office Limited, a further review of parking has been carried out and has confirmed that layby parking is available within 15 metres for several cars, as well as time restricted roadside parking within 10 metres of the new premises.

Access and internal space

There will be two entrances to the premises, one at the front with steps and another entrance to the side of the premises via a ramp. The new Postmaster will carry out works to provide an improved ramp to allow better access for disabled customers and wheelchair users.

Internally the new branch will be in line with Post Office specifications, making sure there is sufficient space for the Post Office service to operate alongside the retail offer. We will be working closely with the new operator on the internal layout and some fixtures and fittings will be re-aligned or removed to make sure there is clear access into the premises, ensuring the entrance, aisles and the waiting area are kept free from obstructions and adequate room is provided for customers and a wheelchair to move around without difficulty.

Serving Counters, Queuing and Mail Storage

The new post office will be a one position modern open plan counter located alongside the shop counter. The Post Office transactions are designed to be quick and efficient to operate to enable fast and effective customer service and helping to reduce queuing. The change also means that residents will benefit from longer opening hours, including lunchtimes and Saturday afternoon, so customers can use our services at times that suit them better.

Please be assured that there will be an adequate, secure area for parcels and mail to be held before collection by Royal Mail and our other carriers.

Staffing and Customer Service

We know our customers value excellent customer service at the Post Office and praise was received for the service provided by staff at the current branch. The new operator is looking forward to welcoming Post Office customers and their staff will be fully trained in Post Office transactions and excellent customer service. Their training will also include guidance on respecting customer confidentiality, safeguarding privacy and compliance training for a number of areas, including Data Protection, Mail Handling and to take all reasonable precautions to safeguard the mail in their care until it is despatched.

Appendix B

Clapham Post Office Information Summary

There are times our 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

New Location																	
Clapham Discount Food & Wine, 76 High Street, Clapham, Bedford, MK41 6DN																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>08:00 – 18:00</td></tr><tr><td>Tuesday</td><td>08:00 – 18:00</td></tr><tr><td>Wednesday</td><td>08:00 – 18:00</td></tr><tr><td>Thursday</td><td>08:00 – 18:00</td></tr><tr><td>Friday</td><td>08:00 – 18:00</td></tr><tr><td>Saturday</td><td>08:00 – 18:00</td></tr><tr><td>Sunday</td><td>Closed</td></tr></table>		New opening times		Monday	08:00 – 18:00	Tuesday	08:00 – 18:00	Wednesday	08:00 – 18:00	Thursday	08:00 – 18:00	Friday	08:00 – 18:00	Saturday	08:00 – 18:00	Sunday	Closed
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Sunday	Closed																
Products and Services																	
The same products and services will still be available.																	
Serving positions																	
There will be one serving positions at the retail counter.																	
Access																	
There will be two entrances to the premises, one at the front with steps and another entrance to side of the premises with a ramp. Works will be undertaken to install a new ramp at the side entrance. Internally, there will be a hearing loop and space for a wheelchair.																	
Getting there																	
The new branch will be located approximately 120 metres away from the current branch, along mostly level terrain. Layby parking is available within 15 metres for several cars and time restricted roadside parking is available within 10 metres of the new premises. Public transport is available to and from the surrounding areas.																	
Store retail available	Convenience Store																

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 branch⁵
- 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-week⁶ 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, Consumer Scotland and the General Consumer Council for Northern Ireland, the independent statutory consumer advocacy bodies.

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 advocacy body (Citizens Advice, Consumer Scotland, or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The consumer advocacy body 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

⁵ 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.

⁶ 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.