

Dear Customer

Local public consultation – Decision

**Cloughmills Post Office
17 Main Street, Cloughmills, Ballymena, BT44 9LF**

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 Eurospar, 11 Main Street, Cloughmills, BT44 9LF, where it will be operated by a new operator.

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 Yours faithfully

Kenny Lamont

**Kenny Lamont
Regional 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 Wednesday 29 January 2025

Consultation ended Wednesday 12 February 2025

Consultation responses

- 75 responses from customers

Key issues raised

- Parking
- Queuing
- Privacy

Response to issues raised

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 parking is available at the new premises with dedicated disabled parking bays.

Queuing & Serving Counter

The new Post Office is housed within a dedicated area of the store with one serving position located at the shop retail counter. This enables customers to carry out a similar range of Post Office products and services alongside retail transactions. We have worked with the postmaster and monitor service standards to ensure they are maintained and that staffing levels are aligned to meet customer demand particularly at busy periods.

Privacy

Although the local style format is a different way of offering Post Office services, it does not compromise the professional service standards that we provide at all of our branches. We will also be working closely with the postmaster to make sure an appropriate level of privacy is provided for Post Office customers. For example, we discuss issues like queue layout and asking customers to stand back from the counter whilst they are waiting for service or handing a receipt that contains any financial information face down.

Appendix B

Cloughmills Post Office Information Summary

There are times our branches may need to make changes to its opening hours. The latest available branch information can be found on our website www.postoffice.co.uk/branch-finder

New Location																	
Eurospar, 11 Main Street, Cloughmills, BT44 9LF																	
<table><tr><th colspan="2">New opening times</th></tr><tr><td>Monday</td><td>09:00 – 21:00</td></tr><tr><td>Tuesday</td><td>09:00 – 21:00</td></tr><tr><td>Wednesday</td><td>09:00 – 21:00</td></tr><tr><td>Thursday</td><td>09:00 – 21:00</td></tr><tr><td>Friday</td><td>09:00 – 21:00</td></tr><tr><td>Saturday</td><td>09:00 – 21:00</td></tr><tr><td>Sunday</td><td>09:00 – 21:00</td></tr></table>		New opening times		Monday	09:00 – 21:00	Tuesday	09:00 – 21:00	Wednesday	09:00 – 21:00	Thursday	09:00 – 21:00	Friday	09:00 – 21:00	Saturday	09:00 – 21:00	Sunday	09:00 – 21:00
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Services available																	
A similar range of products and services will still be available, however excluding Dollar Travel Money On Demand Travel Insurance.																	
Serving positions																	
There will be a Post Office serving point at the retail counter.																	
Access																	
The new premises will have wide automatic doors and level access at the entrance. Internally, there will be a hearing loop space for a wheelchair.																	
Getting there																	
The new premises will be located approximately 25 metres away from the previous branch. Parking is available at the new premises with dedicated disabled parking bays. The new operator will be looking to add a marked pedestrian walkway across the petrol station forecourt to provide safe access to the entrance of the proposed premises.																	
Store retail available	Convenience store.																

For additional information about product availability call 03457 223344.
For details of maximum value of transactions, please speak to the branch operator.

We sell Royal Mail and Parcelforce Worldwide services.
Postage services from other companies are also available in selected branches.

Services available	New Branch
Everyday Personal & Business Banking	
<u>Cash Withdrawals</u>	✓
<u>Cash Deposits</u>	✓
<u>Cheque Deposits</u>	✓
Mails	
<u>Drop & Go</u>	✓
<u>Parcelforce Express Services</u>	✓
Pay Bills & Top Up	
Keypad Top Up (Northern Ireland only)	✓
<u>Pay Bills and Top up</u>	✓
Travel	
<u>Foreign Currency</u>	Euros
<u>Travel Insurance</u>	✓
<u>Travel Money Card</u>	✓
Your Finances	
<u>Savings application forms</u>	✗

✗ Services not available at the new branch are available at

Clough Post Office:
5a Main Street, Clough, BT44 9RJ

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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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.