



Dear Customer,

Local public consultation – Decision

Cookley Outreach Service
Cookley Village Hall, Meeting Room 1, Lea Lane, Cookley, DY10 3TA

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 service into the Eagle & Spur Public House, 176 Castle Road, Cookley, DY10 3TB.

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 summary providing further details about the new branch.

After careful consideration of the feedback received, we remain confident that the location of the new service 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 service will close on Tuesday 08 November 2022 at 10:30, with the new service opening, at the Eagle & Spur Public House, 176 Castle Road, Cookley, DY10 3TB, on Tuesday 15 November at 09:30. If there are any unforeseen circumstances which mean these dates change, posters will be displayed to let customers know.

During transfer of the service 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:

- Kinver Post Office, 24-25 High Street, Kinver, DY7 6HF
- Horsefair Post Office, 27-28 The Horsefair, Kidderminster, DY10 2EN

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.

Your faithfully

Sarah Cottrell

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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 28 July 2022

Consultation ended 15 September 2022

Consultation responses

- 09 responses from customers and local representatives

Key issues raised

- Longer Hours
- Royal Mail Post Box

Response to issues raised

Longer Hours

We will continue to monitor use of the outreach service, to make sure that current and future customer demand continues to be met.

Royal Mail Post Box

Royal Mail are responsible for the provision of all external post boxes. Post Office have made them aware of the branch relocation and the decision to relocate the post box now rests with them.

Appendix B

Cookley Outreach Service Information Summary

Eagle & Spur Public House
176 Castle Road
Cookley
DY10 3TB

Opening hours

Tuesdays	09:30 – 10:30
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During the Coronavirus pandemic the branch 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

Products & Services

A range of products and services will continue to be available.

Serving positions

There will be a dedicated Post Office serving position located within the Eagle & Spur Public House.

Access

The new premises will have a wide door and level access at the entrance.

Internally, there will be space for a wheelchair.

Getting there

The new premises will be located approximately 350 metres away from the previous service, along varied terrain.

There is a car park available at the rear of the new premises and roadside parking is available nearby.

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 branch¹
- 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-week² local public consultation, informing customers, locally elected representatives³, Consumer Advocacy Bodies and selected charities⁴ 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
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FREEPOST Your Comments

¹ 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.

² 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.

³ 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.

⁴ 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 3 and 4 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.