



Dear Customer

**Local public consultation - Have your say**

**Corby Post Office  
56-58 Corporation Street, Corby, NN17 1NH**

We are re-opening above Post Office service at a new location - Best One, 4 Spencer Court, Corby, NN17 1NU.

**Why are we moving?**

Following the resignation of the retail partner and the withdrawal of premises for Post Office use, the above branch closed on Saturday 14 October 2023. We are pleased to inform you that a new agent has been appointed, who has identified an alternative location to continue to offer Post Office services to the local community. The new premises are located nearby within the same shopping parade and when the branch opens, it will continue to operate as one of our mains style branches within a retail convenience store.

Our priority is to safeguard our services in the locality in the longer term and the re-opening of Corby Post Office will enable us to maintain a Post Office service to our customers to the local community.

To restore Post Office services as quickly as possible to the local community, we plan to open your new Post Office service at the new premises on Wednesday 31 January 2024 at 13:00. If there are any unforeseen changes to the opening date, posters will be displayed at the premises to let customers know.

Customers requiring Post Office facilities may use any convenient branch for everyday Post Office products and services. Details of two alternative Post Office branches are provided below for your convenience:

- Studfall Ave Post Office, 178 Studfall Avenue, Corby, NN17 1LJ
- Rockingham Road Post Office, 15 The Jamb, Corby, NN17 1AB

**We'd like your help**

Whilst the decision has already been made to move the branch, we would still like your views on access and the service offered at the new location. Therefore, we're now commencing a local public consultation and would like to hear your views, particularly around the following questions:

**What exactly are we consulting on?**

We'd welcome your comments on the following areas:

- **Are the new premises easy for you to get into and is the inside easily accessible?**
- **Are there any other local community issues which you believe could be affected by or affect the Post Office move?**
- **Is there anything we could do to make it easier for customers?**

Please note the change of management of the branch is a decision for Post Office Ltd and therefore we are not seeking feedback on this aspect of the change.

Local Public Consultation starts	<b>Friday 8 December 2023</b>
Local Public Consultation ends	<b>Friday 19 January 2024</b>

The new branch is scheduled to open on Wednesday 31 January 2024, however this does not affect the period of public consultation which is ongoing until Friday 19 January 2024.

You can share your views on the change through our easy and convenient online questionnaire via [postofficeviews.co.uk](https://postofficeviews.co.uk). When entering the website, you can use the search function to find the consultation for this branch either by branch name, postcode or the unique branch code **410226**

#### **How to share your views:**

##### **Consultation Hub ([postofficeviews.co.uk](https://postofficeviews.co.uk))**

comments@postoffice.co.uk

Call: 03452 66 01 15

Textphone: 03457 22 33 55

FREEPOST Your Comments – N.B. This is the full postal address. Items sent by Freepost take 2 working days, please allow enough time for responses to be received.

**Want to tell us what you think right here and now? Scan here.**

If you don't have a QR code scanner on your phone, you can find one in your app store.



#### **Good to know**

- Customers will access Post Office services in a modern, environment alongside the operator's retail.
- Working with the postmaster, we'd adapt the current store layout, fixtures and fittings to accommodate the Post Office. It will be in a dedicated area of the store with two screened positions.
- The Post Office will offer the same range products and services over longer opening hours, so customers can access their Post Office when it's convenient. Customer satisfaction with this style of branch is high.
- Posters will be displayed at Best One and leaflets will also be available from inside the store let customers know about the changes.
- Any information we receive will be carefully considered as we finalise our plans.
- If you are a local representative, we will write to you again at the end of the consultation to respond to the main issues raised and to explain our final plans for the branch.
- This consultation is being carried out in line with our Principles of Community Engagement which have been agreed with Citizens Advice, Consumer Scotland and the General Consumer Council for Northern Ireland - the independent statutory consumer watchdogs. An extract relating to consultation is available at the end of this letter.

If you are a local representative, it would be helpful if you could share this information through your social media channels and with any local groups or organisations that you know within the community, for example on noticeboards, local charities and in GP surgeries, to help our customers and your constituents understand what is happening to Corby Post Office. If you would like a supply of these posters, please let us know. Our contact details can be found at the bottom of the first page.

Yours faithfully

*Allison Wallace*

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

## **Corby Post Office Information Sheet**

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### **New Location**

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**Best One  
4 Spencer Court  
Corby  
NN17 1NU**

#### **New opening hours**

Mon - Sat	09:00 - 17:30
Sun	10:00 - 14:00

**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](http://www.postoffice.co.uk/branch-finder)**

#### **Products & Services**

The same range of products and services will still be available.

#### **Serving positions**

There will be two screened serving positions.

#### **Access**

The new premises will have a wide door and level access at the entrance.  
Internally, there will be a hearing loop, a low-level writing desk, a low-level serving counter and space for a wheelchair.

#### **Getting there**

The new branch will be located approximately 130 metres away from the previous branch, along mostly level terrain.

Parking is available at the pay and display car park at Oasis Retail Park, located 280 on Alexandra Road, 280 metres away. Further parking is also available at the Town Centre Gateway pay and display car park, 300 metres away on Anne Street from the new premises.

#### **Retail**

Convenience store.

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**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.**

## **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**  
**03452 66 01 15**

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

**FREEPOST Your Comments Call:**

<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 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.