



Dear Customer

Cotmanhay Post Office®
94 Ash Street, Ilkeston, DE7 8NT

Local public consultation decision

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 Mace Market at 180 Cotmanhay Road, Ilkeston, DE7 8QT.

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.

The current branch will close at 12:30 on Tuesday 22 September 2020, with the new branch opening, at Mace Market, at 13:00 on Wednesday 23 September 2020. If there are any unforeseen schedule changes which mean these dates change, posters will be displayed in branch to let customers know.

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. A copy is available at the end of this letter.

Yours faithfully

Hayley Brown

Hayley Brown
Regional Change Manager

postofficeviews.co.uk

comments@postoffice.co.uk

FREEPOST Your Comments

Appendix A

Response to Local Public Consultation

Consultation started 19 June 2020

Consultation ended 31 July 2020

Consultation responses

- 34 responses from customers

Key issues raised

- Distance
- Parking
- Access
- Staff
- Security

Response to issues raised

Distance

I acknowledge that the new premises are approximately 500 metres from the current site and that this will inconvenience some people. In situations such as this, there will always be some customers who are more inconvenienced than others and we can only apologise for this. Equally, as we know from feedback received, there are customers for whom the new premises are closer than at present and more convenient to get to.

Parking

While I have considered the concerns raised about parking in the area surrounding the new location, it is fair to say that this is a problem faced generally in many locations nationwide. As I am sure you will understand the availability of parking spaces is outside the direct control of Post Office Limited. However I have conducted a further review of parking and I can confirm that a free of charge car park is available for Post Office customers to use opposite the new premises. Additionally, roadside parking is available in close proximity to the new premises and further along Cotmanhay Road as well as in surrounding streets. I am therefore satisfied that parking at the new branch will continue to meet the needs of customers using the Post Office.

Access

I am pleased to confirm that the new premises will undergo a major refurbishment including the relocation of the entrance to the opposite side of the premises to provide level access at the entrance for the customers. We will also be working closely with the operator on the design of the new branch to make sure that the internal layout provides adequate space and privacy for Post Office customers and that access into and inside the store, including the aisles and queuing area, are kept clear and free of obstacles.

Staff

All staff handling Post Office transactions will be fully trained in Post Office transactions and to the same professional high standard as in all our branches. Their training will include areas such as Data Protection, Mail Handling and the need to respect customer privacy and confidentiality.

Staffing levels will be carefully aligned to customer demand. We know our customers value excellent customer service at the Post Office and the new operator is looking forward to welcoming Post Office customers.

Security

The post Office Security Team assess any premises put forward to house a Post Office. All aspects of security are taken very seriously and there would be strict guidelines and measures put in place to safeguard customers, staff and the cash and stock entrusted to the operator's care at the proposed premises. Equally the new operator will continue to engage with local police to prevent any antisocial behaviour inside and outside their premises.

Appendix B

Cotmanhay Post Office information sheet				
	New Post Office location			
Address	Mace Market 180 Cotmanhay Road Ilkeston DE7 8QT			
Post Office opening hours		Mon	08:00 – 21:00	
		Tue	08:00 – 21:00	
		Wed	08:00 – 21:00	
		Thu	08:00 – 21:00	
		Fri	09:00 – 21:00	
		Sat	09:00 – 21:00	
		Sun	09:00 – 13:00	
Distance	500 metres away from the current branch, along varied terrain.			
Products & Services	A wide range of products and services will still be available.			
Serving positions	There will be one serving position provided for use at the retail counter and available during shop opening hours.			
Accessibility	<p>Access and facilities</p> <p>Currently there are steps at the entrance of the new premises, however the operator will be relocating the shop entrance to the other end of the shop front to provide level access.</p> <p>Internally, there will be a hearing loop and a space for a wheelchair.</p> <p>Parking</p> <p>Free of charge car park is available for customer use opposite the new premises. Additionally, roadside parking is available nearby.</p> <p>Buses</p> <p>There are local buses serving the surrounding area.</p>			
Retail	Convenience store including National Lottery			
Relocation date	23 September 2020			

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.

Cotmanhay Post Office® services available

For information about product availability call 03457 223344. For details of maximum value of transactions, please speak to the operator. Customers can also shop online at www.postoffice.co.uk

	New branch
Mail	
First & Second Class mail	✓
Stamps, stamp books (1 st class 6 & 12 only, 2 nd class 12 only)	✓
Special stamps (Christmas issue only) & postage labels	✓
Signed For	✓
Special Delivery	✓
Home shopping returns	✓
Inland small, medium & large parcels	✓
Express & contract parcels	Express 24 & 48
British Forces Mail (BFPO)	✓
International letters & postcards (inc. Tracked & Signed)	✓
International parcels up to 2kg & printed papers up to 5kg	✓
Parcelforce Worldwide International parcels	x
Articles for the blind (inland & international)	✓
Royal Mail redirection service	✓
Local Collect	✓
Drop & Go	✓
Withdrawals, deposits and payments	
Post Office Card Account	✓
Personal & Business Banking cash withdrawals, deposits & balance enquiries using a card. Also enveloped cheque deposits and barcoded deposit slips.	✓
Postal orders	✓
Moneygram	✓
Change giving	✓
Bill payments	
Automated bill payments (card or barcoded)	✓
Key recharging	✓
Licences	
Rod fishing licences	✓
Travel	
Pre-order travel money	✓
On demand travel money	Euros/Dollars
Travel insurance referral	✓
On demand travel insurance	x
Mobile Top-ups & E vouchers	✓
National Lottery Terminal	x
Payment by cheque	x
Products marked x are available at Ilkeston Post Office, 30 South Street, Ilkeston, Derbyshire, DE7 5QE	

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
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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.